

Complaints and Grievance Procedure

Burton Green Village Hall Trustees are committed to maintaining a strong partnership with the local community and all the users of the Village Hall and surrounding grounds.

If any user of Burton Green Village Hall or member of the local community are unhappy about the standard of service provided, the quality of the facilities within the Hall, the safety of users, the handling of a particular situation or issue, or any other matter, the Management Committee would wish to work to rectify this.

Procedure for Handling Complaints:

1. Burton Green Village Hall Trustees Committee believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting with the people involved.

2. Burton Green Village Hall Trustees Committee aims to acknowledge any complaints as soon as possible.

3. If the complaint is judged to involve complex issues, complainants will be informed within two weeks when they can expect a full response. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

4. Any safety concerns that would endanger a user of Burton Green Village Hall will be dealt with as soon as possible, please contact the booking secretary or in their absence, the Chairperson or any available committee member.

5. Burton Green Village Hall Trustees Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

Stage One: Informal Complaints

Informal complaints should be raised with the Secretary. The relevant contact details can be found on www.bgvh.org.uk and on the notice board in the foyer.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

Stage Two: Formal Complaints

Formal complaints should be made in writing and will normally be investigated by the Chairperson and/or another committee member prepared to assist in the first instance.

If the complaint directly concerns the Secretary, complainants should contact the Chairperson who will consult with the rest of the committee members.

A written response will be given by the Chairperson to all formal complaints.

Complaints Policy and Procedure Date / Version 1 May 2021