

Iron Acton Parish Hall

Complaints Procedure Policy



The Hall Committee hopes you will never need to complain about your experiences of using The Hall, but if you do, this document sets out how to make contact, how your complaint will be considered and what you can expect to happen as a result.

Overall responsibility for this policy and its implementation lies with The Hall Committee. The Hall Committee values feedback, both negative and positive, as it will help us improve the service provided by The Hall Committee for the whole community.

To make a comment or raise an issue informally, please contact:

Judith Mee – Booking Secretary – enquiries@ironactonparishhall.co.uk

If concerns cannot be resolved in this way, you will be informed that that you have the opportunity to make a formal complaint. The procedure for making a formal complaint is described below.

1: Report Incident to The Hall Committee

YOU	US
<ul style="list-style-type: none">Complaints must be made in writing, either by letter or e-mail, within two weeks of the occurrence.Please provide as much information as you can about the circumstances; your contact details if appropriate (see below), and set out what a positive outcome would be from your point of view.	<ul style="list-style-type: none">The Hall Committee aims to acknowledge complaints within 10 days and give a full response within two weeks of the next meeting of The Hall Committee.

2: Committee's Consideration

- All complaints will be handled sensitively and confidentially - telling only those who need to know and follow any relevant data protection requirements.
- We may seek clarification on some details in order to help you more effectively.
- The Hall Committee may seek advice where necessary.
- The Hall Committee will not discriminate in any way in their dealings with handling complaints.

3: Committee's Response to You

If you provide your contact details, The Hall Committee will tell you what action it has taken, the conclusions it has reached from any investigation and any actions resulting from your complaint.

Iron Acton Parish Hall Complaints Form

Your Complaint

What would make it right?

Your Contact Details

Your name:

Signature:

Today's date:

Telephone number:

E-mail address:

Postal address:

Please return this form to the Chair of Iron Acton Parish Hall by e-mail: chair@ironactonparishhall.co.uk

Or by post: Iron Acton Parish Hall, High Street, Iron Acton, Bristol. BS37 9UG.