

BISLEY VILLAGE HALL



Complaints Policy

Charity Registration no. 304978

Audit details

Status and Date: Approved by Committee 20/04/20

Next Review Date: By 20/04/22

Version 3.0

The Trustee's will consider any complaint to be a formal expression of dissatisfaction about any aspect of our running and maintaining of the hall. We take complaints seriously and will respond to complaints effectively and deal with them sensitively, fairly and thoroughly, through a meeting of Trustee's. We will not treat any complaint less favourably on the basis of their gender, sexual orientation, race or ethnicity, disability or religion or belief or as a consequence of having made a complaint. All complaints will be responded to formally in writing.

If a User has a complaint, they should send it in writing using the form below by post to the Village Hall Address or by E-Mail to either of the Trustees below: -

Chairman – Mr. G. Davey grahamdavey6@gmail.com

Secretary – Mr. R. Colvin ray.colvin@ntlworld.com

Logging and learning from Complaints

All complaints will be logged including the source of complaints. The Trustee's will regularly review these, to improve the service we give.

A copy of this document is available on the Village Hall website.

BISLEY VILLAGE HALL COMPLAINT FORM

Name of User Group:

Name of Person making Complaint:

Date of Session where Complaint originated:

Nature of Complaint:

Signed:

Date: