



Complaints Procedure

West Winch Village Hall aims to address all concerns raised by users of its services in a prompt and efficient manner, with the intent the complainant is satisfied with our response and that lessons learned have been implemented by circulation to the wider organisation.

It is often the case that a Hirer / client will not want to make a formal complaint but wants their concerns acknowledged, and an apology made. This does not mean that the underlying cause is any less important than those that go further and the issue needs addressing and resolving if it has merit.

Logging all complaints (whether written or verbal) is important to allow us to identify areas where there is scope to improve quality and safety of care and where a particular trend emerges that, in isolation, may have gone unnoticed.

Remember, that unless there has been an incident of serious misconduct, West Winch Village Hall fosters a culture of no blame and supports staff to learn from potential mistakes or errors in judgement.

In order to facilitate this, adhere to the following procedure.

1. Appoint a first point of call for complaints handling.
2. Establish a local record of all complaints, using the log format attached.

Process for managing complaints received

1. All written complaints are to be acknowledged using the West Winch Village Hall response letter (Appendix 1) within three working days. Upon receipt they should be date stamped and passed on to the appropriate lead.

Verbal complaints are logged also (Appendix 2) with the complainant made aware they can escalate the issue if not satisfied with the verbal response.

2. Always offer the company complaints leaflet (Appendix 3) and include a copy in the response letter. Each site is obligated to have the leaflets available.

3. The Hall manager / Committee Chairperson will agree who is best to investigate the complaint. The company will take responsibility for time framing the process as they will need to respond fully within 10 working days or advise the complainant the reason for any delay.

When a senior member i.e. Chairperson or the hall manager is implicated in the complaint, an external source will be employed to process the complaint.

4. If the complaint involves serious or misconduct issues or possible reputational threat, the relevant Committee member must be informed immediately. They will assess who else needs to be involved and if our legal or insurance teams need to be notified.

5. Once the initial investigation is complete, the hall manager or chairperson should draft a response based, but not limited to, the template in Appendix 4. The final version should be agreed and signed off and sent to the relevant person to review, with a copy kept on file.

Always bear in mind the template is only intended to be a guide on structuring an appropriate response. It is not intended to be the sole basis of any reply as this should reflect back on the complaint itself not become some prescriptive response that lacks any personal element.

6. Once reviewed and authorised, post the reply and log it out on the complaints sheet.

7. Response letters to hirers/clients must be sent 1st class within **10 working days**. If this timescale is not possible, the hirer/client must be kept informed in writing of progress.

8. **All** complaints and their responses are to be sent to The Hall Manager, who will collate to present to the Chairperson monthly.

9. Note that all complaints against the West Winch Village Hall are reviewed at the Annual Audit Event.

10. Take into account that there will be complaints made that are spurious or without merit. Obviously, we need to politely address whatever motivation has prompted the complainant's action but do not accept any other responsibility until the matter has been fully investigated. Where the complaint cannot be upheld the hall will defend against it to the point, if necessary, of taking legal action. When we are in the wrong we admit the fact and deal accordingly, but false accusations will not be tolerated.

In addition to the formal Complaints Procedure, the West Winch Village Hall has instigated the following to highlight service issues:

- 1) West Winch Village Hall Whistle-blowing policy – for staff to raise their concerns (anonymously if wanted) on internal system issues that need to be reviewed across the organisation
- 2) Significant Event Reviews – to be used for incidences such as bullying or abuse.
- 3) Compliments and Suggestions – which are also reviewed at the Annual Audit Event. Every hall should have a method for offering these which is clearly visible for hirers to complete.

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APPENDIX ONE – TO BE SENT ON VILLAGE HALL HEADED PAPER

Date

Xxxxx
Xxxxx
XXXXXX
xxxxxxx

Dear

Thank you for your letter/ **EMAIL** dated **ADD** which was received on **ADD** regarding your concerns with **ADD**

I am sorry you have had cause to complain about the service you received from us but appreciate you taking the time to bring it to our attention.

We will fully investigate your complaint and write to you, with our findings, by **ADD DATE 10 DAYS FROM SENDING THIS LETTER**. Should the investigation process take longer than anticipated, we will keep you informed of our progress and the revised date you may expect to receive a detailed response from us.

Please be assured that this matter will receive our utmost attention.

Yours sincerely

Name and title of person dealing

APPENDIX TWO – COMPLAINTS LOG

Written Complaints

[illegible]

APPENDIX TWO – COMPLAINTS LOG

Verbal Complaints

Date complaint received	Name	Description of complaint	Responses given
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APPENDIX FOUR – TO BE SENT ON VILLAGE HALL HEADED PAPER

XXXX
XXXXX
XXXXX
XXXXX

Dear

Thank you for your letter/E mail/telephone call of **ADD** regarding your concerns with the service you received here on **ADD DATE EVENT TOOK PLACE** .

I appreciate you bringing this to my attention and am sorry for the **mirror here what the customer/client feels from their letter/e mail etc.– anger/frustration/inconvenience this** may have caused you.

All of our staff and volunteers are trained to carry out their duties with due care and professionalism and as an organisation West Winch Village Hall holds the care, safety and satisfaction of its customers / clients as its highest priority. I apologise on behalf of all concerned that this has not been your experience on this occasion.

I note from your letter/E mail/telephone call that you have the following concerns:

ADD DETAILS - identify actual issues being complained about

GIVE FEEDBACK IN RELATION TO

- **WHAT HAPPENED from your investigation**
- **WHAT YOU HAVE DONE TO REVIEW IT**
- **WHAT HAS BEEN DONE TO ENSURE IT DOES NOT HAPPEN AGAIN**

I trust this addresses the matters you have raised. If however, you wish to discuss these further, please do contact me at the address and telephone number above.

If you then still feel the matter remains unresolved to your satisfaction, you can ask us to provide you with the opportunity for an independent review of your case. Your request should be made within 12 months of your complaint, unless you still have queries you would like to raise with us.

Yours sincerely

ADD NAME AND TITLE OF PERSON RESPONDING