

MOTCOMBE MEMORIAL HALL AND RECREATION GROUND TRUST

COMPLAINTS PROCEDURES

1. Introduction

The Trustees of the Motcombe Memorial Hall and Recreation Ground Trust ("the Trustees") are committed to providing users of the Motcombe Memorial Hall, the Clock Hall and the Recreation Ground with the best possible service and to treating volunteers and helpers fairly at all times.

To this end, we have established a complaints procedure (see below) which is clear and easy to use for anyone wishing to make a complaint and by which all complaints may be fully and fairly investigated and concluded in a timely way

All complaints:

(a) are taken very seriously and will be handled as sensitively and as discreetly as possible, taking into account the circumstances and nature of the complaint;

(b) are reviewed on a regular basis by the Hall Management Committee to identify any trends which may require remedial action.

2. Definition of a Complaint

In order to qualify as a complaint, it must be a written expression of discontent by a hirer, customer or any other person using any of the Trust premises ie the Motcombe Memorial Hall or the Clock Hall and the Recreation Ground in relation to a service received by them from a Trust representative or volunteer which was not resolved at the time of the act or omission which is the subject of the complaint.

3. How to Complain

Step 1: When you encounter a problem, you should first raise it with the person representing the Hall or Pavilion at the time of the act or omission causing the problem to see if it is capable of being resolved to your satisfaction.

Step 2: Should the problem not have been resolved to your satisfaction, you may register it as a complaint by sending full details of your complaint within

14 days by email to the Chairman of the Hall Management Committee:

(Contact details)

Your written complaint will be acknowledged as soon as possible.

Step 3: The Hall Management Committee will appoint a person not involved in the circumstances of the complaint to investigate your complaint. He or she would normally expect to be able to provide you with a full response within 4 weeks. However, if the complaint relates to a specific person, that person will be informed and given a fair opportunity to respond. This may mean that we are not in a position to give you a definitive response within 4 weeks because our investigation is still ongoing. In that event, you will be provided instead with a written progress report and an indicative time for completion of the investigation.

Step 4: On conclusion of the investigation, you will be provided with a short report describing the action taken to investigate your complaint, the conclusions of the investigation and any action taken as a result of the complaint.

Step 5: If you still feel that your complaint has not been adequately dealt with, you can request the Chairman of the Board of Trustees to review the complaint, how it was investigated and the action taken. He or she would normally expect to send you a copy of his or her findings within 5 working days, but it could take longer depending the nature of the complaint.

Step 6: You may have the right to complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at:

www.charitycommission.gov.uk/publications/cc47.aspx.

Signed.....
Chairman of the Trustees

Dated.....