

Section 5



Weedon Village Hall Complaints Policy

This document aims to help you understand the complaints procedure implemented by Weedon Village Hall Committee Village Hall Committee.

1. What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter relating to the management of the Village Hall. We are committed to equal opportunities and take complaints about discrimination very seriously as well.

2. Who will deal with your complaint?

All complaints should be sent to The Chairperson who will address the issue and respond in writing. If you are **not** happy with the response, then you will be invited to address your complaint to the whole committee, who will listen to your concerns, consider the issues and whether actions were appropriate. The committee will then decide on any further actions. We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

3. How do you complain?

- a. By telephone to the Booking Clerk Mrs Phillipa Ruck 01327 349943
- b. Using the Complaint Form available to download from our web site
<https://weedonbec-villagehall.btck.co.uk/>
- c. By email: Weedonvillagehall@gmail.com
- d. By post Weedon Village Hall, West Street Weedon NN7 4PQ

4. When will you hear from us?

We will let you know that we have received your complaint within ten working days. We will write to you or telephone you. In most cases you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint. If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

5. Any safety concerns that would endanger a Village Hall user or member of the public will be dealt with immediately a notice is received.

Weedon Village Hall Management Committee