

D5: Complaints Policy

Laxfield Village Hall Management Committee is committed to providing a quality service to the residents of Laxfield and surrounding areas. We are open to feedback about our work, both positive and negative, as these can provide us with valuable information about our effectiveness as a Committee.

This document aims to help you understand the complaints procedure managed by the Laxfield Village Hall Management Committee.

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 or any other matter.
- We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.
- Your complaint will be dealt with confidentially.
- Throughout the process we aim to resolve the matter as quickly and effectively as possible to everybody's satisfaction.

Who will deal with your complaint?

- All complaints should be sent to the Chair at laxfieldvillagehall@gmail.com who will address the issue and respond in writing. If the complaint directly concerns the Chair, contact the Secretary or a member of the Management Committee. Committee members' contact details are on display in the Village Hall.
- If you are not happy with the response, then you will be invited to address your complaint to the whole Management Committee, who will listen to your concerns, consider the issues and whether the follow-up actions were appropriate.
- The Management Committee will then decide on any further actions.

When will you hear from us?

We will let you know that we have received your complaint within five working days. We will write to you or telephone you. In most cases, you will receive a full written response to your complaint within fourteen 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.

Any safety concerns that would endanger a Village Hall user would be dealt with immediately after notice is received.

We will assess how the policy is working in practice, reviewing the policy annually and take action to address any issues.

Agreement to follow The Complaints Policy by The Board of Trustees and members of the Management Committee is fully supported.

Trustee Name:

Signed and dated.....

Trustee Name.....

Signed and dated.....

Next scheduled review date: September 2025