

Complaints Policy (February 2019) **Garway Village Hall Charity and Community Centre**

Introduction

This document aims to help you understand the complaints procedure managed by: Garway Village Hall 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 are committed to equal opportunities and take complaints about discrimination very seriously.

Who will deal with your complaint?

All complaints should be sent to **The Secretary** 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 the actions were appropriate. The committee will then decide on any further actions required.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

When will you hear from us?

We will let you know that we have received your complaint within fourteen 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.

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

Garway Village Hall and Community Centre Complaints Form

Please use this form to make your complaint, but if you prefer you can write a letter or telephone.

1. Name and Organisation (if applicable):

2. Address (including post code):

3. Telephone: E-mail:

4. Tell us about your complaint, clearly outlining:

4a. Why are you not satisfied?

4b. What do you want us to do to put things right?

5. Have you tried to resolve your complaint before?

If "yes", when? If "yes", how?

6. Any other comments?

Signed.....

Print name

Organisation (If applicable).....

Date.....

**PLACE IN OUR LOCKED BLACK LETTER BOX AT THE MAIN DOOR WHICH IS OPENED BY THE
SECRETARY AND OPERATIONS TEAM**

**Garway Village Hall and Community Centre Complaints
POLICY ON PUBLIC INTEREST DISCLOSURE
(Whistle Blowing Policy)**

Introduction

The Garway Village Hall committee is committed to ensuring the highest possible standards of care and the highest possible ethical standards in delivering the services it provides. This policy demonstrates the Committee's commitment to recognise and take action in respect of malpractice, illegal acts or omissions by the Committee members, Hall users and/or volunteers. It is the responsibility of all committee members and volunteers to ensure that if they become aware that the actions of other committee members, Village Hall users or volunteers might compromise this objective, they will be expected to report the matter in the safe knowledge that this matter will be treated seriously and sensitively.

Scope of The Policy

The policy applies to all Committee members, Village Hall staff and volunteers.

Situations may arise when it is not appropriate or the "concerned" person feels unable to report incidents to the most "available" committee member.

These may include:

- Malpractice or ill treatment of a child, young person and/or vulnerable adult.
- Suspected fraud.
- A criminal offence is, has or likely to be committed.
- Disregard for legislation e.g. health and safety legislation.
- Damage to the environment.

This list is not exhaustive.

3. Procedure for Reporting

1. All committee members and volunteers, who reasonably believe they have concerns as described on the complaints form, are encouraged to discuss them with the person(s) involved.
2. In certain cases it is recognised that individuals may be reluctant to voice their concerns, particularly if the conduct or action of a colleague is involved. If this situation is applicable, the person is requested to discuss their concerns with the chairman of the Village Hall committee.
3. The Committee will do its utmost to ensure that a "concerned" person feels able to raise such concerns confidentially and without fear of subsequent action being taken against them.
4. In all cases, the "concerned" person has the right to discuss their concerns with the chairman of the Village Hall committee.
5. All committee members and volunteers are reminded of their obligations with regard to confidentiality and to only discuss concerns on "a need to know basis".

Garway Village Hall and Community Centre Complaints

Committee Responsibilities

These are as follows:

1. Take the concern seriously
2. Consider the issues fully and sympathetically
3. Recognise that raising a concern can be a difficult experience for some
4. Seek advice where necessary
5. Treat the matter confidentially
6. Reassure the “concerned” person about protection in the event of possible reprisals or victimisation.

The “concerned” person will receive an initial written response within five working days, including details of any further action to be taken, and a full written response within seven working days of the completion of the investigation.

If the “concerned” person is not satisfied with the outcome, the committee recognises the right of individuals to pursue the matter further. The full committee would be called together to consider the concerns. Confidentiality is a priority in such sensitive situations.

Concerns about the committee Chairman – if the concerns were about the Chairman, the deputy Chairman, A Custodian Trustee would consider the complaint.

Signed:

Date: 03.02.19

..... Chairman Garway Village Hall Committee