**Warcop Parish Hall**

**Complaints Policy**

Warcop Parish Hall Trustees are committed to maintaining its strong partnership with members of the local community and the users of Warcop Parish Hall.

We are open to feedback and comments about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can better meet our aims.

Warcop Parish Hall Trustees will work to rectify any issue if any user of the Hall or member of the local community is unhappy about:

* the standard of service provided,
* the quality of the facilities within the Hall,
* the safety of users,
* the handling of a particular situation or issue,
* or any other matter

A clear complaints procedure will help the Warcop Parish Hall Trustees ensure that complaints are resolved quickly and smoothly, and as close to the source of the misunderstanding or problem as possible.

Our policy is intended to:

* Provide a transparent and fair complaints procedure which is clear and easy to use
* Publicise the existence of our complaints procedure so that people know how to contact us
* Make sure that Warcop Parish Hall Trustees know what to do if a complaint is received.
* Make sure all complaints are investigated fairly and in a timely way.
* Make sure that complaints are, wherever possible, resolved quickly and that relationships remain healthy, so all our hirers and users benefit.
* Gather information which helps us to improve what we do.

**Complaints, Confidentiality & Responsibility**

**Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Warcop Parish Hall. The complaint must be submitted preferably in writing to the Trustees **within three months** of any incident.

**Where Complaints Come From**

Complaints may come from members of the public or persons and organisations using the Hall, local residents or suppliers or their representative. A complaint can be received preferably in writing by email or by letter, or verbally, face to face or by phone. All complaints will be recorded by the Secretary.

**Confidentiality Assured**

All complaints will be handled sensitively and confidentially, telling only those who need to know and follow any relevant data protection requirements. The Trustees will not discriminate in any way in their dealings with handling complaints.

**Complaints Policy & Procedure**

Whoever you speak to regarding your complaint, they will be respectful, calm and listen to your complaint. We will take notes to record the facts so we can deal with your complaint. We may seek clarification on some details in order to help you more effectively. We will ask you sign a copy of the notes taken to confirm their accuracy. We will also ask what a successful resolution will look like from your point of view.

**Responsibility**

Overall Responsibility for this policy and its implementation lies with the Warcop Parish Hall Trustees. The Trustees will acknowledge complaints within **five** working days. If the complaint is judged to involve complex issues, complainants will be informed within **two** weeks when they can expect a full response. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody’s satisfaction.

**Procedure for Handling Complaints**

**Step 1 – Informal**

Informal complaints should be raised with the Secretary to the Board of Trustees, Lois Wiseman, via email [wizzylois1@btinternet.com](mailto:wizzylois1@btinternet.com). The relevant contact details can be found on the noticeboard inside the Hall foyer and on the Parish Website. The Chair of Trustees will investigate the complaint (or the Vice-Chair should the complaint be about the Chair.) Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

**Step 2 – Formal**

If your complaint is unable to be dealt with informally, in these circumstances, please put your concerns in writing, making clear all the associated facts with your complaint, including:

* all the facts related to the complaint
* your name, address, telephone number and email address so we might contact you in the way that suits you best
* please help us to understand your relationship with the Parish Hall, e.g. hall user, hirer etc.

Once we have received your complaint and all the related details, we will first acknowledge your complaint within **five** working days. A panel of **three** trustees will be set up to investigate the complaint. The person who investigated the Stage 1 complaint shall not be part of the Stage 2 panel.

We will take steps to speak to any other party involved to ensure everyone has a fair opportunity to put their perspective forward. We will ensure that any investigations are carried out by a panel which is agreed to be impartial. Where we have to gather information which may take a little time, we will do so and respond to you no later than **four** weeks after receiving your complaint. If your complaint is complex, we will agree a timescale with you, sharing the steps required so everyone understands why this is necessary. In responding to your complaint, we will share with you what action we have taken, the conclusions we have reached from any investigation and any action resulting from your complaint.

The outcome reached at this stage is the final part of the complaint process

**External Stage**

The complainant can complain to the Charity Commission if they are still not satisfied having gone through the above procedure. Information about the kind of complaints the Commission can involve itself in can be found on their website at: Complaints about charities (CC47) - GOV.UK (www.gov.uk)

This policy will be reviewed every **three** years.

**Adopted by The Trustees on:** January 2023

**Review date:** November 2026

**Actions required to implement the policy:**

All Trustees to receive a copy of the policy

Name and contact number of the Secretary, Chair, Vice-Chair to be on display at the Hall

The Secretary to maintain a record of all complaints