



Complaints Policy

Watford Village Hall Trustees are committed to maintaining a strong partnership with members of the local community and the users of Watford Village 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.

If any user of Watford Village 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, Watford Village Hall Trustees would wish to work to rectify this.

The Watford Village Hall Trustees are committed to equal opportunities and we take complaints about discrimination very seriously. The adoption of a clear complaints procedure will help the Watford Village Hall Trustees to ensure that most 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 for anyone wishing to make a complaint
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- Make sure all Watford Village 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 customers benefit.
- Gather information which helps us to improve what we do.

Complaints, Confidentiality & Responsibility:

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Watford Village Hall. The Trustees expect they will hear about a complaint within three months of any incident.

Complaints may come from members of the public or persons and organisations using the hall, local residents or suppliers or representatives, with the permission of the person who is dissatisfied. A complaint can be received verbally, face to face or by telephone, by email or by letter.

All complaints will be handled sensitively and confidentially, telling only those whom need to know and follow any relevant data protection requirements.

The Trustees will not discriminate in any way in their dealings with handling complaints.

Whoever receives the complaint, will be respectful, calm and listen or understand your complaint. Notes will be taken to record the facts so that your complaint can be dealt with as quickly as possible. We will ask the person making the complaint what a successful resolution would look like from their point of view.

Responsibility:

Overall Responsibility for this policy and its implementation lies with the Watford Village Hall Trustees. The Trustees aim to acknowledge complaints within five working days and give a full response to complainants within two weeks. 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 Chairperson, Treasurer or Secretary. The relevant contact details can be found on the noticeboard inside the Hall. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

Step 2 – Formal

Sometimes, even prompt action can't put right something you might be dissatisfied about. In these circumstances, please put your concerns in writing via email at XXXXXXX making clear all the associated facts with your complaint, including for example:-

- 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 Watford Village Hall, e.g. hall user, hirer, local resident etc

Once we have received your complaint and all the related details, we will first acknowledge your complaint within five working days or sooner. We will take steps to speak to any other party involved to ensure everyone has a fair opportunity to put their perspective forward. Where we need to gather information which may take a little time, we will do so and respond to you not later than four weeks after receiving your complaint. If your complaint is complex, we will agree a timescale with you that may be longer than this, sharing the steps required so everyone understands why this is necessary. It is important that in any correspondence that you quote the reference provided.

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.