



THE WORTHYS JUBILEE HALL CIO

COMPLAINTS PROCEDURE

References

- A. The Worthys Jubilee Hall – Constitution of a Charitable Incorporated Organisation dated 21 June 2021.

BACKGROUND

1. Under Reference A, the Objects of The Worthys Jubilee Hall Charitable Incorporated Organisation (CIO) are to provide and maintain the Hall so that it may be used by all members of the local community for a variety of leisure, recreational and other activities.
2. The Worthys Jubilee Hall CIO aims to ensure that everybody that uses its facilities and attends its events are satisfied, but there may be times when things go wrong. In such circumstances we will do our best to resolve the complaint. The following are the procedures that should be followed.

PURPOSE AND SCOPE

3. In order to ensure the provision of facilities remains at a high and improving standard, The Worthys Jubilee Hall CIO has a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.
4. This procedure will be reviewed every two years by Trustees.
5. A complaint is an expression of dissatisfaction, whether justified or not, about The Worthys Jubilee Hall. All complaints should be raised as soon as possible, and within 3 months or, in exceptional circumstances, 6 months from any incident or issue.
6. Complaints may come from members of the public or persons and organisations using the hall, local residents, suppliers or their representatives. A complaint can be received verbally, face to face or by phone, by email or letter.

CONFIDENTIALITY

7. All complaints will be handled sensitively and confidentially, and in accordance with data protection requirements.

RAISING A CONCERN

8. If you are unhappy about the service you receive, please speak to the Hall Administrator who will try to resolve the matter immediately. They will take the time to properly listen and understand your complaint. They may ask for more detail in order to clarify circumstances or context.

9. Hopefully the Hall Administrator will be able to give you a response straight away. When the matter is more complicated you will receive at least an initial response within five working days.

MAKING A WRITTEN COMPLAINT

10. If you are not satisfied with the response or wish to raise the matter more formally, please email the Hall Administrator who will record and investigate your complaint. If your complaint is about the Hall Administrator, please email the Trustees.

11. All written complaints will be logged. You will receive a written acknowledgement within five working days.

12. Anonymous complaints will not be considered.

13. The aim is to investigate your complaint properly and give you a reply within twenty working days, setting out how the matter will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

14. If after receiving the response you are not satisfied, please email the Trustees who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

UNREASONABLE COMPLAINTS

15. The Worthy's Jubilee Hall CIO is committed to dealing with all complaints fairly.

16. Where complaints are repetitive, false, threatening, abusive, or make excessive demands on time, these may be deemed as unreasonable.

17. Unreasonable complaints may be considered abusive and may lead to the termination of a Hiring Agreement, see paragraph 35 of the Standard Conditions of Hire.

CONTACT DETAILS

The Hall Administrator can be contacted by phone on 07517 679407 or by email at secretary@jubileehall.org.uk.

The Trustees can be contacted by email at trustees@jubileehall.org.uk.