



Registered Charity No: 301914

## **Complaints Procedure**

The trustees of Pamber Heath War Memorial Hall (PHMH) are committed to providing a professional and reliable service to all our hirers in compliance with the requirements of the charity's constitution. We are open to feedback about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can improve in order to better meet our aims.

If any user of PHMH or member of the local community is unhappy about the standard of service provided, the quality of facilities in the hall, the safety of users, the handling of a particular situation, or any other matter, then the trustees would wish to work to rectify these concerns if at all possible.

This procedure sets out how you may complain to the trustees and how we shall try to resolve your complaint. We will treat your complaint confidentially and seriously and deal with it expeditiously. We believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved. You can talk to any trustee. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

We aim to acknowledge complaints within ten working days and give a full response to complainants within three weeks. If complex issues are involved, we will inform the complainants within ten working days of when they can expect a full response.

### **Stage One: - Informal Complaints**

As described above, complaints can be raised with any trustee. You can raise a complaint via email, or via the booking clerk on 07871 459960. Your complaint will then be passed on to the trustees. If the trustees cannot resolve your complaint immediately, or you are not satisfied with the answer then a formal complaint can be made.

### **Stage Two: - Formal Complaint**

Formal complaints should be made in writing and addressed to the Chairperson who will normally investigate it and discuss it with the trustees. If the complaint directly concerns the Chairperson complainants should contact the Secretary via email who will consult with the rest of the trustees. A written response will be given to all formal complaints.

To be reviewed biennially

*Date adopted by the Management Committee: 28/1/25*

*Date last reviewed: 28/1/25*