

East Bridgford Village Hall - Complaints Policy

Adopted by the Village Hall Committee (6/03/2025)

Introduction

East Bridgford Village Hall Committee (VHC) aims to deliver high quality services where customers/users of the village hall facilities are at the heart of everything it does. We welcome customer feedback and aim to deal with concerns in a fair and consistent way.

Our Policy

A customer/user has a right to: -

- Raise concerns or complaints if they think something has been done incorrectly or ought to have been done and was not done.
- Be listened to and have their concerns taken seriously.
- Have their complaint investigated objectively, fairly, and thoroughly in a positive manner and we will endeavour to resolve the complaint as quickly as possible.

We aim to: -

- Be accessible and uncomplicated.
- Identify areas where services can be improved.
- Learn from mistakes and...
- Implement improvements promptly.

Time limit for making a complaint

Our aim is to put things right as quickly as possible, so it is important to recognise there is a 3-month time limit from the date of the incident for making a complaint. However, the time limit may be extended if there are mitigating circumstances.

Confidentiality

The VHC will take care to maintain confidentiality where circumstances demand e.g., where matters concern sensitive and/or personal information.

Unreasonable or vexatious complaints

In circumstances where a complainant wishes to persist with a complaint that has clearly no reasonable basis and/or the VHC has taken all reasonable steps to resolve the complaint. The VHC will write to the complainant, explain the steps taken and that no further action can usefully be taken in response to the complaint unless new and substantive information is provided.

Anonymous complaints

Anonymous complaints may be dismissed by the VHC according to the type and seriousness of the complaint.

How to make a complaint

A customer/user can make a complaint either in person, at a VHC meeting, or by writing to ebvhbookings2025@gmail.com or rowena.dawson@gmail.com

What happens next?


- Complaints will be discussed at the next VHC meeting and recorded in the minutes of the meeting.
- The outcome of the discussion and any action planned to resolve the issue will be communicated to the complainant within 14 days of the meeting.
- On receipt of a response from the VHC, a complainant has 14 days in which to decide to accept or reject the actions recommended and make further representation to the VHC.

How will we put things right?

If we have made a mistake we will apologise, and tell the complainant what action we will take to ensure the same situation does not arise again.

Policy history and review

This policy was adopted by the East Bridgford Village Hall Committee on (6/3/25) and will be subject to review by (6/3/26)

Approved by the VHC  signed by the VHC Chairperson

Date 6/3/2025