**Walcott Village Hall Complaints Policy**

Walcott Village Hall Management Committee recognises complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

**Our Policy**

* To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
* To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
* To make sure everyone at Walcott Village Hall knows what to do if a complaint is received
* To make sure all complaints are investigated fairly and in a timely way
* To make sure that complaints are, wherever possible, resolved and that relationships are repaired
* To gather information which helps us to improve what we do

**Definition of a Complaint**

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Walcott Village Hall.

**Where Complaints Come From**

Complaints may come from any person or organisation who has a legitimate interest in Martin Village Hall. A complaint can be received verbally, by phone, by email or in writing.

**Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements. **Complaints Process**

Complaints should initially sent the Chair, unless the complaint concerns the Chair, in case it should be addressed to the Vice-Chair or other Committee member.

Contact can be made by email to admin@walcottvillagehall.co.uk