**INTRODUCTION**

The Houghton Regis Memorial Hall Trustee Committee is committed to maintaining its strong partnership with members of the local community and the users of the Houghton Regis Memorial 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 the 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, the Houghton Regis Memorial Hall Trustee Committee would wish to work to rectify this.

The Houghton Regis Memorial Hall Trustees are committed to equal opportunities and takes complaints about discrimination very seriously.

The adoption of a clear complaint’s procedure will help the Houghton Regis Memorial Hall Trustee Committee to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

**Procedure for Handling Complaints**

The Houghton Regis Memorial Hall Trustee Committee believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved.

Your complaint should be made in writing and either posted to the Chairperson, Houghton Regis Memorial Hall, The Green, Houghton Regis, Bedfordshire, LU5 5DX within 7 days of the hall hire or via email to [**chairman@houghtonregismemorialhall.com**](mailto:chairman@houghtonregismemorialhall.com). All complaints from regular group users of the Hall, must come via the Leader of that Group.

All complaints will be heard by the Chairperson / Vice Chairperson and if deemed necessary, they will consult the Trustee Committee at the next meeting or one earlier if required.

The Houghton Regis Memorial Hall Trustee Committee aims to acknowledge complaints within seven working days and give a full response to complainants within two weeks,

Complaints received from the Booking Secretary / Caretaker concerning either a Private Hire or Regular Group booking should be made in writing and brought to the next Trustees meeting or one declared earlier if deemed necessary.

The outcome of any complaint will be communicated to the Complainer via email or letter from the Chairperson or Vice Chairperson.

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.

All safety concerns that would endanger a user of the Houghton Regis Memorial Hall will be dealt with immediately and notice will be given by the Chairperson, or in his / her absence the Vice Chairperson.

The Houghton Regis Memorial Trustee Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

**Stage One: Informal Complaints**

Informal complaints should be raised with the Chairperson/Vice Chairperson. The relevant contact details can be found on the Houghton Regis Memorial Hall website www.houghtonregismemorialhall.com or on the noticeboard outside the Hall.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

**Stage Two: Formal Complaints**

Formal complaints should be made in writing as detailed above and will normally be investigated by the Chairperson / Vice Chairperson in the first instance.

If the complaint directly concerns the Chairperson, complainants should contact the Vice Chairperson who will consult with the rest of the Trustee committee members.

If a complaint concerns a member of staff, complainants should contact the Chairperson/Vice Chairperson who will consult with the rest of the Trustee Committee at the next meeting or one earlier if deemed necessary.

A written response will be given by the Chairperson / Vice Chairperson to all formal complaints.

**Monitoring, Evaluation and Review**

The Houghton Regis Memorial Hall Trustee Committee will review policies and practices at their ordinary meetings to reform them where necessary and to ensure the continued improvement in the services provided.



Authorised by: CHAIRPERSON

Print Name: K. L. WATTINGHAM

Date: 14TH MAY 2024