

Policies + Procedures Houghton Regis Memorial Hall	Policy No: 001 COMPLAINTS & PROCEDURE	Page 1 of 3
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<i>This policy authorised by:</i>	KEN WATTINGHAM	<i>Date: May 2025</i>
<i>Designation:</i>	CHAIRPERSON	<i>Review Date: May 2027</i>

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 this 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, or the handling of a particular situation or issue, 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 take complaints about discrimination very seriously. The Houghton Regis Memorial Trustee Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

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

Scope Of the Complaints Policy

A complaint is 'Any expression of dissatisfaction that is not resolved at initial contact and requires a response.'

This policy relates to complaints made in relation to the administration of the Houghton Regis Memorial Hall, including not following procedures or approved processes, inadequate service, no service, delay or making a mistake.

Complaints about an employee

Complaints about an employee of the Memorial Hall will be dealt with as an employment matter. The complainant will be assured that the matter will be dealt with internally and appropriate action taken as required.

Complaints about trustees

A complaint against a Trustee will be treated as a complaint against the corporate body of the Memorial Hall, not as a complaint against individual Trustees of the Memorial Hall.

Complaints about a Private Hire or a Regular Hire

A complaint about a private hire or a regular hire will be considered by the Board of Trustees and if deemed necessary it will be forwarded to the hirer to respond to in accordance with their own policies and procedures. The Houghton Regis Memorial Hall Trustee Committee reserves the right to refuse future hires.

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.

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Stage 1: Informal Complaints

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

The Houghton Regis Memorial Hall Trustee Committee aims to acknowledge complaints within seven working days.

Complaints will be received and considered initially by the Chairperson / Vice Chairperson. Depending on the nature of the complaint the Chairperson / Vice Chairperson will, within four weeks, either:

1. Seek an informal resolution; or
2. Will give a written response to the complainant.

However, if the complaint is judged to involve complex issues or there are other matters which will delay the response to the complaint, the Chairperson or Vice Chairperson will notify the complainant of the anticipated delay within two weeks of the complaint being received. The main aim throughout the process is to resolve the matter as efficiently and effectively as possible, to everybody's satisfaction.

Stage 2: Formal Complaints / Appeals

If the complainant is not satisfied with the response received, they have the right to request that the complaint be considered by the Houghton Regis Memorial Hall Trustee Committee. The appeal must meet one or more of the following criteria:

1. The complainant thinks the finding is unfair
2. New evidence has come to light
3. The complainant thinks that the complaints procedure was not applied properly

The appeal will be considered at the next scheduled meeting of the Houghton Regis Memorial Hall Trustee Committee. The Chairperson may call an extraordinary meeting of the Houghton Regis Memorial Hall Trustee Committee to bring forward consideration of the appeal if they feel it is prudent to do so, however, recognising the voluntary contribution that Trustees make, the Chairperson is under no obligation to call an extraordinary meeting.

If the complaint relates to a health and safety matter which may endanger a user of the Houghton Regis Memorial Hall, the Chairperson or Vice Chairperson will deal with issue immediately.

Monitoring, Evaluation and Review

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

Authorised by:  CHAIRPERSON

Print Name: K. L. WATTINGHAM

Date: 27th May 2025

<i>Policies + Procedures</i> <i>Houghton Regis Memorial Hall</i>	Policy No: 001 COMPLAINTS & PROCEDURE	Page 3 of 3
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Origination Date	Review Date	Amended / Updated
6 th April 2023	20 th April 2024	Review date extended to 2027
	10 th April 2025	*** May 2025 – To include Trustees & Representative of Group,