

Glentworth Village Hall  
Stoney Lane  
Glentworth  
Lincolnshire  
DN21 5DF



# **GLENTWORTH VILLAGE HALL POLICY and PRINCIPLES COMPLAINTS OR OBSERVATIONS**

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## 1 DEFINITIONS

GVH	Glentworth Village Hall
Management	GVH Committee
Users	People or organisations who hire the hall for an event or activity. This includes the Management when their role is that of a User.
Management representative	GVH Booking Secretary
Secretary	GVH Secretary

## 2 SCOPE

The application of the policy and principles are restricted to all Users of GVH.

## 3 POLICY

It is the policy of the Management that any complaint or observation by Users of GVH should be given serious consideration and any legitimate point addressed.

## 4 PRINCIPLES

### 4.1 Management

- Management shall nominate a Management representative.
- All complaints/observations shall be dealt with by the Management representative. He/she shall address the issue and respond by email, or in writing if necessary.
- Anybody raising a complaint or observation shall be treated with respect and courtesy.
- The Management representative shall acknowledge receipt of a complaint or observation within one week.
- The Management representative should send an email or written response within twenty working days.
- Any safety concerns that would endanger Users shall be dealt with immediately notice is received.
- Management shall listen to all concerns by Users who are not satisfied with the response of the Management representative. Management shall consider the issues and whether any actions taken were appropriate. Management shall decide on any further actions.

- If non-compliance with this policy is brought to the attention of the Management representative, he/she shall take appropriate corrective action.
- Management shall ensure these policies and principles are reviewed annually and updated if necessary in the interim period.
- A copy of this policy will be held on the GVH web site for the attention of Management and Users.

## 4.2 Users

- Users should bring to the attention of the Management representative any failure to provide a satisfactory standard of service.

Complaint or observation could be about the quality of the facilities, safety of the users, the handling of a particular situation/issue or any other matter.

- To make a complaint or observation Users should send an email or letter to the Management representative detailing:
  - Name and/or organisation.
  - Contact details.
  - Details on complaint and/or observation.
  - Any recommendations.
- If Users making a complaint or observation do not receive an acknowledgement within a week they should bring the matter to the attention of the Secretary.
- If Users making a complaint or observation do not receive a response within twenty working days they should bring the matter to the attention of the Secretary.
- If Users are not happy with the response, they should address their complaint or observation to the Secretary for the attention of Management.