Weedon Old Schoolroom

29/31 High Street, Weedon, Aylesbury, Bucks. HP22 4NW

Registered Charity No. 1073035

Chair of Trustees and Management Committee: Joanna Rose

Tel: 01296 641622 Email: joanna@cjrose.net

COMPLAINTS POLICY AND PROCEDURE

Policy

Weedon Old Schoolroom Management Committee is committed to providing a village hall for the use and benefit of residents of Weedon and others in compliance with the objectives of the charity.

We are open to feedback about our work, both positive and negative, as this can provide us with valuable information about our effectiveness and how we can improve in order to better our aims.

If any user of Weedon Old Schoolroom or member of the local community is unhappy about the standard of service provided, the quality of facilities in the hall, the safety of users, the handling of a particular situation or any other matter, the Management Committee would wish to work to rectify these concerns if at all possible.

This procedure sets out how you may complain to the committee and how we shall try to resolve your complaint.

- We will treat your complaint confidentially, seriously and quickly.
- We believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved. You can talk to any member of the Management Committee. The main aim throughout the process is to resolve the matter as quickly and effectively as possible to everybody's satisfaction.
- We aim to acknowledge complaints within five working days and give a full response within two weeks.
- If complex issues are involved, we will inform the complainant/s within two weeks of when they can expect a full response.

Procedure

Stage One: Informal Complaint

As described above, complaints can be raised with any Committee member. Contact details for key people can be found on the Weedon village website. You can also contact the email address at the top of this Policy and the complaint will be passed on to the Committee. If they cannot resolve it immediately or you are not satisfied with the answer, a formal complaint can be made.

Stage Two: Formal Complaint

Formal complaints should be made in writing and addressed to the Chair, who will investigate it and discuss with the Committee. If the complaint directly concerns the Chair, complainants should contact the Booking Secretary on 01296 641382 or email john_bush@btinternet.com, who will consult with the Committee. A written response will be given to all formal complaints.

Date Approved: June 2021
Date Review Due: June 2022