



General Complaint Policy

Emersons Green Village Hall (EGVH) wishes to ensure that members of the public, hirers and visitors to EGVH receive prompt and careful attention regarding any concerns. You may raise any issues by talking to us in person at EGVH; writing to us at Emersons Green Village Hall, Emerson Way, Emersons Green, Bristol, BS16 7AP; calling us on 01454 862182; or e-mailing us at manager@egvh.org.uk

We hope that we can resolve your complaint by talking to you about it. In the first instance, please discuss your complaint with the Hall Manager. She is responsible for the day-to-day management of the Village Hall and therefore best positioned to investigate the matter efficiently. If your complaint is about the Hall Manager, please ask for the Company Secretary. If your complaint is about a Trustee, please ask for the e-mail address of the Chair of Trustees. If your complaint is about the Chair of Trustees, please ask for the e-mail address of the Vice Chair of Trustees.

If you wish to make a formal complaint, this can be made by letter or e-mail to the Hall Manager. If your complaint is about the Hall Manager, please write to the Company Secretary at the above postal address or by e-mailing secretary@egvh.org.uk. If your complaint is about a Trustee, please write to the Chair of Trustees at the above postal address or by e-mail. If your complaint is about the Chair of Trustees, please write to the Vice Chair of Trustees at the above postal address or by e-mail. Any written complaint should include the full details of the complaint and the remedy that is sought.

How a written complaint will be dealt with:

- **Stage 1:** On receipt of a written complaint, an acknowledgement will be made in writing within 5 working days.
- **Stage 2:** The Hall Manager will then investigate the matter and reply within 15 working days, if possible. If it is not possible to reply within this timescale (for example, if more detailed investigation is required) you will receive an interim response, telling you what is being done and when you can expect an outcome.

Right of Appeal:

- **Stage 1:** If you are not satisfied with the outcome of your complaint, you can appeal against the decision by writing to the Chair of Trustees at EGVH and outlining the basis of your appeal. This must be done within 10 working days of the reply from the Hall Manager.
- **Stage 2:** The Chair of Trustees will consider your appeal. The Chair of Trustees may seek input from the wider Board of Trustees and/or may request a meeting with you, if the Chair of Trustees considers it appropriate to do so. You will subsequently receive their final decision in writing, usually within 14 working days of the date when the appeal was received by the Chair of Trustees. If it is not possible to reply within this timescale (for



example, if more detailed investigation is required) you will receive an interim response, telling you what is being done and when you can expect an outcome.

The Trustees will review this policy regularly and at least every twelve months.

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