



## Complaints Policy

### 1. Statement

Hall users, volunteers and local residents should be able to enjoy the facilities of the hall without need for complaint. However if there is a complaint about the hall premises, our personnel or hall users, the process should be clear and straightforward.

All complaints will be dealt with in a timely manner and resolved as quickly as possible.

### 2. Implementation

#### 2.1 All Complaints (unless directly involving the Hall Manager)

All complaints should be discussed with the Hall Manager as soon as possible after the incident or occurrence.

The Hall Manager will record the outcome of the discussion, make any necessary enquiries and report to the Secretary for review and for further action if appropriate.

The Hall Manager will communicate the outcome to the complainant.

#### 2.2 Complaints Involving the Hall Manager

If the complaint involves the Hall Manager then the complainant should discuss the issue with the Hall Manager's line manager (contactable via [secretary@exeterstreethall.org](mailto:secretary@exeterstreethall.org)).

The line manager will record the outcome of the discussion, make any necessary enquiries and report to the Secretary for review and for further action if appropriate.

The line manager will communicate the outcome to the complainant.

#### 2.3 Escalation of Complaints

If the complainant feels that the matter has not been resolved satisfactorily, they may escalate the complaint to the management committee (contactable via [secretary@exeterstreethall.org](mailto:secretary@exeterstreethall.org)). The Secretary will make any necessary enquiries and report on the matter to the management committee at the next regular committee meeting.

The Secretary will communicate the outcome to the complainant. The decision of the management committee is final.

#### 2.4 Complaints Involving a Member of the Management Team

If a member of the management committee is the subject of a complaint then the Secretary will make any necessary enquiries and convene an extraordinary management committee meeting, called as soon as is practicable, to discuss the issue. The meeting will comprise all members of the management committee. If the Secretary is the subject of the complaint, then the Chair will convene the meeting.



## **2.5 Complaints Involving Safeguarding of Children or Vulnerable Adults**

If a complaint involves the safeguarding of children or vulnerable adults, please refer to the Child Protection and Safeguarding Policies.

## **2.6 Noise Complaints**

If a complaint is about noise, please refer to the Noise Management Policy. Complainants can leave a message on the Hall answer phone detailing the noise nuisance.