



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).

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). 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. The committee may ask the subject of the complaint to leave the meeting for part of the discussion and the decision.

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

If the Secretary is the subject of the complaint, then the Chair will convene the meeting and communicate the outcome to the complainant.

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 Safeguarding Policy.

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.

2.7 Exceptional Circumstances

In exceptional circumstances the management committee may choose to engage an independent arbitrator to assist with the handling of the complaint.