

GREAT WALDINGFIELD VILLAGE HALL MANAGEMENT COMMITTEE
Complaints Policy/Procedure

Great Waldingfield Parish Management Committee considers all complaints seriously and deals with any matters within this formal Policy/Procedure in order to demonstrate fairness, openness and transparency. The Management Committee endeavors to provide a quality service for the benefit of the people who live, work or visit the Village. If you are dissatisfied with the standard or are unhappy about something, this Policy/Procedure sets out how you complain to the Management Committee and how we shall try to resolve the complaint. Anonymous complaints are not dealt with. A Meeting will be arranged by the Management Committee to consider any complaint. The procedure follows:

Before the Meeting

- The Complainant should be asked to put the complaint about the Management Committee's service, procedures or administration in writing to the GWPC clerk.
- If the Complainant does not wish to put the complaint to the GWPC clerk they may be advised to put it to the Chair of the Management Committee.
- The parish clerk (or Chair) shall acknowledge the receipt of the complaint and advise the Complainant when the matter will be considered by the relevant Committee for the purposes of hearing the complaint/s.
- The Complainant shall be invited to attend the relevant meeting and bring with them such representative as they wish.
- Seven clear working days prior to the meeting, the Complainant shall provide the Management Committee with copies of any documentation or other evidence, which they wish to refer to at the meeting. The Management Committee shall similarly provide the Complainant with copies of any documentation upon which they wish to rely at the meeting.

At the Meeting

- The Committee shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. (Any decision on a complaint shall be announced at the next available Management Committee meeting).
- The Chair of the Management Committee will introduce everyone.
- The Chair of the Management Committee will explain the procedure.
- The Complainant (or representative) to outline the grounds for the complaint.
- Members of the Committee to ask any question of the Complainant.
- If relevant, the GWVH Chair will explain the Management Committee's position.
- Members of the Management Committee to ask any question of the Chair.
- The Chair and the Complainant to be offered the opportunity of the last word (in this order).
- The Complainant will be asked to leave the room whilst Members of the Management Committee decide whether or not the grounds for the complaint have been made. (If a point of clarification is necessary, the complainant will be invited back).
- The Complainant return to hear the decision or be advised when the decision will be made.

After the Meeting

- A decision will be confirmed in writing within seven working days together with details of any action to be taken.

Review Body; Great Waldingfield Village Hall Management Committee;

Review Period; Annually;

Consider; September 2023; Next Review as required.