

# **Uplowman Hall and Recreation Association**

## **Complaints Policy**

### **Introduction**

This document aims to help you understand the complaints procedure managed by the UHRA.

### **What can you complain about?**

If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, or any other matter.

### **Who will deal with your complaint?**

All complaints should be sent to The Secretary, UHRA. The nature of the complaint will be discussed at the next committee meeting, and a response and/or any actions to be taken, agreed.

We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

### **If you are not satisfied**

In the unlikely event that you are not satisfied with the decisions and actions of the Committee, you may appeal in writing to The Chairman, UHRA, requesting that your complaint be reviewed. The Chairman will then forward details of your complaint to each member of the Committee and arrange for a meeting for you to attend.

### **When will you hear from us?**

We will let you know that we have received your complaint within ten working days. We will write to you or where possible, reply to you in the medium you have requested.

In most cases you will receive a full written response to your complaint within 6 weeks. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.

If the complaint is complex, we will keep you informed as above.

Any safety concerns that would endanger a Village Hall user would be dealt with immediately notice is received.

# Uplowman Hall and Recreation Association

## Complaints Form

1. Name (and organisation if applicable):
2. Address (including postcode):
3. Telephone/email:
4. Clearly outline why you are not satisfied:
  
5. Have you tried to resolve your complaint before? If 'yes' please state when and how.
  
6. Any other comments

Signed:.....

Print name:.....

Position in organisation if applicable:.....

Date: .....