



# East Worlington Parish Hall

## Compliments and Concerns Policy

### Aim

The Management Committee aims to provide a facility and service that supports the community's use and enjoyment of their Parish Hall. To achieve and maintain a high quality facility and service the Committee encourages comments and feedback from users and East Worlington Parishioners (our community).

### Definitions

Comments and feedback relating to the Parish Hall include compliments; suggestions for improvement; concerns; and complaints.

### Statement of Intent

The Committee believes that a strong and effective relationship with users and our community is fundamental to the success of the Hall and considers that open and constructive dialogue will contribute to benefits for all. Each Committee member has a responsibility to provide good customer service and should be willing to receive or listen to any compliment, suggestion for improvement or concern. It is each Committee member's responsibility to bring any issues to the full Committee for their information or resolution. The Committee will give courteous and diligent attention to all comments and feedback and aim to respond appropriately, using relevant comments and information as part of the Hall's continuous improvement programme. The Committee aims to promote the Parish Hall as a good venue and compliments may be used, with providers consent, in the Parish Hall's publicity documents. When a concern is raised it is the Committee's priority to resolve it quickly and through informal approach if possible.

All complaints must follow more formal procedures as described below.

## Compliments, Suggestions for Improvement and Concerns Procedures

There are different ways that users and the community can offer compliments, suggestions for improvement and concerns. The provider of comments and feedback should decide the best approach for their particular issue. The following list explains how communications can happen:

1. Discussion with a Committee Member
2. Written communication (e.g. paper, or electronic, etc.) with a Committee Member
3. Attendance at a Committee meeting by previous agreement with the Hon. Secretary.

The provider is encouraged to offer their name and contact details.

Compliments, suggestions for improvement, and concerns will be considered by the full Committee, at the next Ordinary meeting following the communication, and where possible the information used to improve the facility and the service.

## **Complaints Procedures**

The following procedures should be applied in relation to complaints.

Stage 1 Informal complaint to any Committee Member. The Committee Member should inform the Chair, with the aim of resolving any issues informally.

Stage 2 A written formal complaint to the Honorary Secretary, explaining the issue, stating that the issue was not resolved at Stage 1, and providing their name and contact details so that a response can be made.

The Honorary Secretary will acknowledge the complaint and inform the Chair (or Vice-chair if the Chair was involved in Stage 1) who will contact the complainant with the aim of resolving the issue.

Honorary Secretary,  
East Worlington Parish Hall  
c/o Brambles, East Worlington Devon EX17 4SS  
secretary@ewph.uk

Stage 3 If resolution has not been achieved at Stage 1 and Stage 2 the complainant can move to stage 3, A Formal Complaint will be heard by the full Committee. At stage 3 written formal complaint should be sent to the Honorary Secretary, explaining the issue, stating that the issue was not resolved at Stage 2, and providing their name and contact details so that a response can be made.

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All Stage 3 Formal Complaints will be acknowledged, in writing, provide details of the next Ordinary meeting of the Committee. The complainant may be invited to attend the Committee meeting to enable further exploration or clarification of the complaint. The complaint will be presented for consideration at the Management Committee meeting, and if necessary, the Committee will take a vote on the issue. The decisions and agreed actions by the Committee will be recorded in the meeting minutes and communicated in writing to the complainant within fourteen days of the meeting.

The Parish Hall Management Committee cannot enter into any anonymous complaints as no response can be made.

## **Policy Review**

This policy will be reviewed annually at an Ordinary Committee meeting. The annual review date will be recorded on the Committee's Policies and Strategies Review list, which will be published on the Community website and also can be requested by any member of the Parish of East Worlington (our community).

## **Committee Member Responsibilities**

Committee members are expected to be well informed about this policy and implement it as part of their Committee responsibilities. Any issues of Committee members not fulfilling their responsibilities in respect of this policy will be resolved within the procedures outlined in this policy or within the Schedule within the Constitution.