



Fairfield Village Hall

Stourbridge Road, Fairfield, Bromsgrove, B61 9LZ

Formal Complaints Policy

Introduction

This document aims to help you understand Fairfield Village Hall's complaints procedure.

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. We are committed to equal opportunities and take complaints about discrimination very seriously.

Who will deal with your complaint?

All complaints should be sent in writing or email to the Secretary (secretary@fvh.org.uk) or chairman (chair@fvh.org.uk) to the Trustees who will raise your complaint at the next meeting of the Management Committee, which is generally held on the first Wednesday of each month, who will consider the issue(s) you have raised and will arrange for you to have a timely response.

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

If you are still not satisfied?

In the unlikely event you are not satisfied with the deliberations of the Management Committee you may appeal by writing to the Secretary or Chairman requesting that your complaint be reviewed by the Management Committee with representation. The secretary will arrange 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 one month. 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.

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Reviewed: 7th August 2024

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