

Boat of Garten Community Hall Policies and Procedures

Complaints Policy and Procedure

Boat of Garten Community Hall is committed to providing a quality service and working in an open and accountable way. One of the ways in which we can continue to improve our service is by listening and responding to the views of our customers and community, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore we aim to ensure that:

- making a complaint is as easy as possible;
- we treat a complaint as a clear expression of dissatisfaction with our service which calls for an immediate response;
- we deal with it promptly, politely and, when appropriate, confidentially;
- we respond in the right way - for example, with an explanation, or an apology where we have got things wrong, or information on any action taken etc;
- we learn from complaints, use them to improve our service, and review annually our complaints policy and procedures.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

A complaint is defined as 'any expression of dissatisfaction with the Company, with a member of staff, or with a service that requires a formal response'.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

The Community Hall's responsibility will be to:

- acknowledge the formal complaint in writing;
- respond within a stated period of time;
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- raise concerns promptly and directly with a member of staff.
- explain the problem as clearly and as fully as possible, including any action taken to date;
- bring their complaint, in writing, to the CEO promptly following the issue arising;
- allow the CEO a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond the CEO's control.

Except in exceptional circumstances, every attempt will be made to ensure that both the complainant and the CEO maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality. Should this be the case, the situation will be explained to the complainant.

Directors will receive annually a report of complaints made and their resolution. Names will not be published.

Formal Complaints Procedure

Stage 1

In the first instance, if you are unable to resolve the issue informally, you should write to the appropriate person – see below. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. You can expect your complaint to be acknowledged within 4 working days of receipt. You should get a response and an explanation within 15 working days.

Complaint about cleaner – to Line Manager who is Bookings Co-ordinator

Complaint about Co-ordinator or assistant – to CEO

Complaint about volunteer – to CEO

Complaint about a Director – to Chairman

Complaint about Chairman – to Vice-Chair

Contact details for all the above are displayed on Hall Noticeboard

Stage 2

If you are not satisfied with the initial response to the complaint then you can write to the Chairman and ask for your complaint and the response to be reviewed. You can expect the Chairman to acknowledge your request within 4 working days of receipt and a response within 15 working days.

Our aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected.

Approved by Boat of Garten Community Hall Board of Directors

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