

# HELPERBY VILLAGE HALL COMPLAINTS POLICY

## ***Introduction***

This document aims to help you understand the complaints procedure managed by the trustees of Helperby Village Hall.

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

If you think that we have failed to provide a satisfactory standard of service, please let us know. Your complaint <sup>1</sup>may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue, the handling of personal data, or any other matter. We are committed to equal opportunities and take complaints about unfair discrimination very seriously.

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

All complaints should be sent to the secretary to the trustees, Martine Laux at the address below who will address the issue and respond in writing. If you are not happy with the response, then you will be invited to address your complaint to the trustees, who will listen to your concerns, consider the issues and whether the response was appropriate. The trustees will then decide on any further actions.

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

## ***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 (by letter or email) or telephone you.

In most cases you will receive a full written response to your complaint within twenty working days. 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 aim to let you have a full reply within twenty-five working days.

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

Helperby Village Hall Charitable Incorporated Organisation  
Helperby Village Hall, Main Street, Helperby, York YO61 2NS  
Registered Charity No 1162379  
Tel: 01423 360138

---

<sup>1 1</sup> HVH complaints policy v03.07.21

**Helperby Village Hall Complaints Form**

Please use this form to make your complaint, but if you prefer you can write a letter.

Name and Organisation (if applicable)

Address (including postcode)

Telephone number

Email address

Tell us about your complaint, clearly outlining

- Why are you not satisfied?
  
- What do you want us to do to put things right?

Have you tried to resolve your complaint before?

- If "yes", when and how?

Any other comments?

Signed.....

Print name.....

Organisation (if applicable) .....

Date.....