



Complaints Policy

Purpose

- 1) To resolve any issues arising from events at the Village Hall.
- 2) To resolve any issues concerning the fabric of Village Hall or the condition of its grounds.
- 3) To resolve any issues with the conduct of the Management Committee.

Aims of the Committee

To maintain good relations with the community of Brampton Abbotts and Foy and all users of the Village Hall.

To address problems promptly and courteously.

To consider whether changes are needed to avoid the recurrence of the problem which gave rise to the complaint.

Commitment

Management Committee will:

1. Deal with all complaints promptly and courteously.
2. Talk to the complainant in person.
3. Attempt to arrive at a mutually agreeable solution.
4. Convene the Management Committee if the complaint is made formal.
5. Keep a confidential record of complaints.

Approved by Trustees April 2021