

# **Milburn Village Hall Complaint Handling Policy and Procedure**

## **Purpose**

Milburn Village Hall (MVH) welcomes feedback. This policy aims to ensure that MVH responds promptly and fully to any complaint it receives about the standard of service it provides, the quality of facilities in the Hall or the handling of a particular situation or issue. MVH will treat a complaint confidentially and is committed to implementing any learning from a complaint.

MVH aims to follow best practice in these regards. This complaint handling policy and procedure aim to ensure that MVH:

- Responds promptly to a complaint
- Follows a set procedure
- Investigates a complaint thoroughly and fairly
- Learns from a complaint

## **Guidelines**

Everyone who acts for or with MVH has some responsibility for ensuring that members of the community and users of the Hall are aware of the complaint procedure.

## **Procedure**

- Complaints can be made verbally or in writing and should be made within two weeks of the incident that gives rise to the complaint
- Complaints will be treated sensitively and confidentially
- In the first instance, a complaint will be dealt with by the Chairperson, Treasurer or Secretary (unless they are the subject of the complaint in which case it passes to another member of MVH)
- MVH aims to provide a response within five days of receipt of the complaint
- If this does not resolve the matter, a more in-depth investigation will be carried out and MVH will aim to complete this within three weeks
- MVH will let the complainer know what conclusions it reaches and any action resulting from the complaint.

## **Providing Information**

MVH aims to ensure that individuals are aware that they can make a complaint about the Committee and the Hall facilities, that their concerns will be taken seriously, their complaint responded to and any learning implemented.

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