

Great Ryburgh Memorial Hall & Playing Field

Complaints Policy

The committee of the Great Ryburgh Memorial Hall and Playing Field values the opinion of the people and organisations that it provides a service to. In order to ensure that we provide a consistently high level of service provision, we will listen and respond to any complaints in relation to the way we provide a service.

If you wish to make a complaint to us, please follow the guidance below.

How to Complain

If you wish to complain, you can do so:

- Verbally to a committee member
- By email to the committee secretary at sharon@ryburgh-memorial-hall.co.uk

Stages of the Complaints Procedure

Informal

We will try, wherever possible, to resolve your complaint informally. Upon making a complaint, you may be contacted by a member of the committee to obtain more information, discuss your complaint and resolve the issue if possible. If for any reason, you are not satisfied with the outcome, you may ask for your complaint to be investigated using the formal procedure.

Formal Procedure – Stage 1

If you make a complaint using the formal complaints procedure, you will need to put your complaint in writing.

To help resolve the complaint as quickly and effectively as possible, please do so as soon as possible and ensure it includes:

- Your name, organisation (if relevant), address, telephone number and e mail.
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What it is you felt to be unsatisfactory.
- What you believe should be done to address your concern.

You will receive written confirmation within **5 working days** of indicating that you want to move the complaint to the formal stage. The Committee will issue a written response within **15 working days**.

Formal Procedure – Stage 2

If the first response is not satisfactory, you can contact the Chairperson (tim@ryburgh-memorial-hall.co.uk) **within 21 days** from when you receive the response in Stage 1. They will acknowledge your complaint within **5 working days** and investigate your complaint further. You will receive another response within **20 working days** from when you make contact.

Note

If, for any reason, your complaint is going to take longer than indicated to resolve, you will receive an explanation for the delay and a new target date by which you should get a full response.

Once you receive a written response to your complaint, you will have **21 days to respond** and escalate the complaint if desired. If you do not respond within **21 days**, it will be deemed that you have accepted the response given.

Taking your complaint further

If you are not satisfied with the final response from Great Ryburgh Memorial Hall & Field, you may report the complaint to the relevant external statutory body. Which body you report to will depend on the nature of the complaint, e.g. Charity Commission, Equality Commission, Information Commissioner's Office, etc.

21st November 2024

History of amendments		
Date	Amendment	Reason for change

Signed by:

Position

Date