

QUANTON MEMORIAL HALL

Complaints Policy

The management committee of Quanton Memorial Hall (QMH) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person (or organisation) that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at QMH knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of QMH.

Where Complaints Come From

Complaints may come from any user of the hall, be they hirers or attendees of events, and members of the local community.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with QMH.

Review

This policy is reviewed regularly and updated as required.

Adopted on: 15 November 2016

Last reviewed March 2022

Next review due: March 2023

Table of amendments

Date	Amendment
28 November 2017	No amends required
20 November 2018	No amends required
19 November 20109	No amends required
16 March 2021	No amends required
12 March 2022	No amends required

Complaints Procedure

Publicised Contact Details for Complaints:

Written complaints may be sent to Quainton Memorial Hall (QMH) at Station Road, Quainton, Bucks, HP22 4BW or by e-mail at quaintonmemorialhall@gmail.com .

Verbal complaints may be made by phone to the Chair (Kath Heirons - 01296 651 886) or in person to any of the Hall Management Committee.

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have.

Complaints received by telephone or in person need to be recorded.

The person who receives a telephone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to QMH (for example: hirer, event attendee, member)
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

For further guidelines about handling verbal complaints, see **Appendix 1**

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to Melanie Curtis (Hall Secretary) within one week of being raised.

On receiving the complaint, the Hall Secretary records it in the complaints log. If it has not already been resolved, an appropriate person will be appointed to investigate it and to take appropriate action. An acknowledgment will be issued by the Hall Secretary within a week of being passed the complaint.

The acknowledgement must say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure must be attached.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Ideally complainants should receive a definitive reply within four weeks of raising the complaint. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

External Stage

The complainant can complain to the Charity Commission at any stage.

Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

Variation of the Complaints Procedure

The Board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about an individual should not also have that individual leading the complaint investigation.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

Appendix 1 - Practical Guidance for Handling Verbal Complaints

- Remain calm and respectful throughout the conversation
- Listen - allow the person to talk about the complaint in their own words. Sometimes a person just wants to "let off steam"
- Don't debate the facts in the first instance, especially if the person is angry
- Show an interest in what is being said
- Obtain details about the complaint before any personal details
- Ask for clarification wherever necessary
- Show that you have understood the complaint by reflecting back what you have noted down
- Acknowledge the person's feelings (even if you feel that they are being unreasonable) - you can do this without making a comment on the complaint itself or making any admission of fault on behalf of the organisation
e.g "I understand that this situation is frustrating for you"
- If you feel that an apology is deserved for something that was the responsibility of your organisation, then apologise
- Ask the person what they would like done to resolve the issue
- Be clear about what you can do, how long it will take and what it will involve.
- Don't promise things you can't deliver
- Give clear and valid reasons why requests cannot be met
- Make sure that the person understands what they have been told
- Wherever appropriate, inform the person about the available avenues of review or appeal