

Finchingfield Guildhall Complaints Procedure Agreed at a meeting of Finchingfield Guildhall CIO on Tuesday 24th March

Written complaints may be sent to Finchingfield Guildhall at Church Hill, Finchingfield, Essex CM7 4NN or by e-mail at contact@finchingfieldguildhall.org.uk

Verbal complaints may be made by telephone on 01371 811333 or in person to the managers or trustees or at any of our events or activities.

Complaints received by telephone or in person need to be recorded. The person receiving the complaint should:

- Write down the facts of the complaint
- Take down the complainant's name, address, and telephone number
- Note the relationship of the complainant to Finchingfield Guildhall (e.g. hirer, user)
- Tell the complainant that there is 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 e-mail so that the complaint is recorded in the complainants own words

Resolving complaints

When the complaint has been recorded, in most instances the managers will be best placed to resolve the complaint quickly and easily. Where the complaint concerns a specific area of trustee responsibility, it may be appropriate for the trustee to resolve the complaint.

If matters cannot be resolved immediately, the complainant should be acknowledged within one week, told who will be handling the complaint and when a reply should be expected.

Ideally, all complaints should receive a definitive reply within four weeks.

If the complainant is not satisfied that the complaint has been resolved, he/she can request that the complaint is reviewed by the trustees. At this stage, the complaint will be passed to the Chair. The procedure described above (acknowledging within one week and receiving a definitive reply within four weeks) should be followed.

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

The trustees may vary the procedure for good reason. This may be necessary to avoid a conflict of interest; for example, a complaint about the Chair should not have the Chair leading the second stage review.