



DITTON PRIORS HALLS COMPLAINTS PROCEDURE

1. Policy Statement

The Ditton Priors Village Halls Committee is committed to providing a high-quality service and managing the facilities effectively. All complaints are taken seriously and we aim to resolve them fairly and promptly.

2. Informal Complaints (Stage 1)

For minor issues (e.g., cleanliness, facilities, booking errors), users should first contact the Bookings Clerk to discuss the issue informally.

We aim to resolve these issues as quickly as possible.

3. Formal Complaints (Stage 2)

If the complaint is not resolved informally, or if the complaint is serious, it should be submitted in writing (email or letter) to the Chair or Secretary of the Committee.

- Acknowledgement: A formal complaint will be acknowledged within 15 working days.
- Investigation: The Chair (or a designated Trustee) will investigate the matter. If the complaint concerns a specific person, they will have the opportunity to respond.
- Response: A full response will be provided in writing as soon as practically possible. If the issue is complex, an update will be provided within 2 weeks of the first acknowledgement and the complainant informed when to expect a final response.

4. Confidentiality

All complaints will be handled with discretion and in accordance with data protection requirements. Information will only be shared with those involved in the investigation.

5. Vexatious/Persistent Complaints

If a complaint is found to be malicious or persistent, the Committee reserves the right to review it via a special sub-committee to decide on future interactions with the complainant.

6. Contact Details

- Chair: garryaulton78@gmail.com
- Secretary: louise.tyson954@btinternet.com
- Bookings Clerk: dittonpriorsfalls@gmail.com