



## Fen Drayton Village Hall (FDVH) Complaints Procedure

Fen Drayton Village Hall recognises the importance of customer complaints and welcomes complaints as a valuable form of feedback about its services. The Village Hall Committee ("FDVH") is committed to using the information it receives to help and drive forward improvements.

### HOW WE WILL DEAL WITH YOUR COMPLAINT

1. If the FDVH receives an informal complaint (phone call), then ideally the complaint will be resolved then, or very soon afterwards.
2. A formal (usually written) complaint will be investigated by the booking clerk and will be acknowledged within three working days, with a full response within 14 working days. If the booking clerk is unable to reply within the agreed number of days, i.e. for a very complex matter, then you will be informed and the time scales for reply set out.
3. If the complainant is still not satisfied, he/she should be asked to put the complaint about the FDVH's procedures or administration in writing to the FDVH Committee.
4. If the complainant does not wish to put the complaint to the FDVH Committee, they may be advised to put it to the chair of the FDVH Committee.
5. The FDVH Committee shall acknowledge the receipt of the complaint and advise the complainant when the matter will be considered by the FDVH Committee.
6. The complainant shall be invited to attend the relevant meeting and bring with them such a representative as they wish.
7. Seven clear working days before the meeting, the complainant shall provide the FDVH Committee with copies of any documentation or other evidence that they wish to refer to at the meeting. The FDVH Committee shall similarly provide the complainant with copies of any documentation upon which they wish to rely at the meeting.

### At the Meeting

8. The FDVH Committee shall consider whether the circumstances of the meeting warrant the exclusion of the public and the press. Any decision on a complaint shall be announced at the council meeting in public.
9. Chair to introduce everyone.
10. Chair to explain the procedure.
11. Complainant (or representative) to outline grounds for complaint.
12. FDVH Committee members to ask any questions of the complainant.
13. If relevant, chair to explain the FDVH Committee's position.
14. FDVH Committee members to ask any questions of the clerk or chair.
15. Chair and complainant to be offered the opportunity of last word (in this order).
16. Complainant to be asked to leave the room while the FDVH Committee members decide whether the grounds for the complaint have been made. (if a point of clarification is necessary, both parties to be invited back).
17. Complainant returns to hear the decision or to be advised when the decision will be made.

**After the Meeting**

18. Decision confirmed in writing together with details of any action to be taken.

Date: 8<sup>th</sup> April 2025

Review: 7<sup>th</sup> April 2026

Chair Fen Drayton Village Hall

