



Claygate
Village Hall Association

Registered Charity
No: 305007

COMPLAINTS POLICY & PROCEDURE

- We are committed to providing a high-quality service to all our users.
- We aim to handle complaints quickly, effectively and in a fair and honest way.
- We take all complaints seriously and use information from investigating to help us improve the service we provide.
- We treat all complaints in confidence.
- We will acknowledge receipt of your complaint within 3 working days, appoint an officer responsible for dealing with it who will investigate and report to the management committee.
- We aim to issue a full response within 14 days. If for whatever reason this is not possible, we will inform you.

If you have found a defect in the building or its equipment this should be recorded in the Buildings Defect Log Book kept on the Foyer desk. You may also email any defects found to enquiries@claygatevillagehall.co.uk

If you do need to raise an issue, please do so with the Hall Lettings Manager at enquiries@claygatevillagehall.co.uk or by telephone on 07546 941516 in the first instance.

If are not satisfied with the response and believe that the issue has not been resolved, please express your complaint in writing to the Chair of the Claygate Village Hall Association (CVHA) at Claygate Village Hall, Church Road, Claygate KT10 0JP.

Monitoring & Review

This policy will be reviewed at least every 5 years or when new legislation or events require it to be updated.