



A Community Project

Registered Charity Number: 1141946. Company Number 7198428

BNVH – Complaints Procedure v1.0 15 Jan 2022

The Trustees of the Batheaston New Village Hall have policies and procedures in place to ensure the Village Hall is maintained to the best standards reasonably achievable and to accommodate the reasonable needs of hirers and users.

If you have a complaint, in the first instance, write the details down on paper so you have a good record of the background to your complaint.

Details would include

- a description of the complaint
- the event that was attended and person in charge of that event
- a date relevant to the complaint
- names, (if known) of any individuals that are related to the complaint

A complaint is difficult to deal with unless it is reported speedily so we will not normally consider complaints about something that happened more than a week ago.

To make a complaint, please contact a Trustee and let them know the details as soon as possible so that we can consider your concern and take the appropriate action.

A contact list of Trustees is available from the website, (batheastonhall.org).

If you then wish to make a formal complaint in writing, you will be advised of the procedure to follow.

- All formal complaints are reported to the Trustees at their next meeting.
- You will receive an acknowledgement of your complaint within 5 working days.
- You will be advised of how your complaint will be handled and when you may expect to receive an answer.
- Normally this will be after the Trustees next meeting or within 30 days.