

Concerns & Complaints procedure

Statement of intent

The Jubilee Hall Management Committee wishes to ensure that the community receive prompt & careful attention to their concerns, issues and ideas. We welcome suggestions on how to improve the Village Hall facilities and will give courteous and diligent attention to any concerns they may have about the running of the Hall. We anticipate that most concerns will be resolved quickly by an informal approach to a committee member. If this does not achieve the desired result, we have a set procedure for dealing with concerns.

Aim

We aim to bring all concerns about the running of our Village Hall to a satisfactory conclusion for all of the parties involved.

Methods

To achieve this, we operate the following complaints procedure.

How to complain

- Anyone who wishes to raise any concerns, issues or suggestions regarding the Management of the Village Hall does so by putting this in writing to: The Hon. Secretary of The Jubilee Hall Management Committee, detailing their name and address so that a response can be made.
- The Hon. Secretary will acknowledge, in writing, receipt of the letter and give details of the next meeting Ordinary meeting of the Committee.
- At this point you may be invited to make comment at the meeting personally.
- Your representation will then be presented for consideration at the Management Committee Meeting. If necessary the committee will take a vote on the matter and the outcome is based on the majority vote. A record of the decision will be made in the Minutes of the meeting, including the detail of the action to be taken.
- The JHMC will then write to the complainant detailing the decision made by the Committee within fourteen days of the meeting.

The Jubilee Hall Management cannot enter into any anonymous complaints as no response can be made.

This policy was adopted at a meeting of Jubilee Hall Management Committee
Held on 26th November, 2007

Signed On behalf of JHMC