

## COMPLAINTS PROCEDURE

New Quay Memorial Hall responds to all complaints and ensures that they are managed efficiently and courteously, and as quickly as possible.

If the complaint is to be dealt with swiftly, then it is important that full details are provided. Anonymous complaints cannot be processed.

1. Complaints raised against the Hall: In the event of an individual being dissatisfied with the service being offered by the Hall or a decision made in respect of a Hire, the complaint should be detailed in writing to the Chair of New Quay Memorial Hall

The Chair will log and acknowledge the complaint within 28 days.

2. Complaints against a member of the Hall Committee: Any user wishing to raise a complaint about the conduct of a member of the committee, should detail the complaint in writing to the bookings clerk or any member of the committee, who will log and acknowledge the complaint within 7 days.

3. All complaints will be logged presented at the next committee meeting following the complaint and the outcome will be reported to the complainant within 7 days of the meeting.

4. Should the complainant not be satisfied with the outcome of any complaint they may attend the next committee meeting and address the committee in person.

5. If this does not obtain a favourable outcome the complainant should contact the Charities Commission.