



Hill Rise Hall Community Association

Controlled Document

Document Name: Complaints Policy

Document Reference Number: Pol 12

Document Version Number 1

Approved by Board of Trustees on: 21st November 2023

Review Schedule Every two years

Next review due December 2025

Owner (Responsibility) Toby Robinson Chair

Document Description

This policy identifies Hill Rise Halls Complaints Policy.

Implementation & Quality Assurance

Implementation is immediate and this Policy shall stay in force until any alterations are formally agreed.

The Policy will be reviewed every two years by the Board of Trustees, sooner if legislation, best practice or other circumstances indicate this is necessary.

Hill Rise Hall Complaints Policy Summary – May 2023

The association is dedicated to providing excellent customer service and maintaining a healthy hirer relationship. We have a Complaints Policy to ensure all complaints are handled as efficiently and effectively as possible.

As a hirer of ours, you are entitled to make a complaint to us. The following outlines our policy and procedures for the handling of verbal and written complaints.

Summary:

We want to resolve your complaints as soon as possible. Please contact one of the committee members or the bookings clerk and we'll do our best to fix any problems you may be having, as soon as possible.

Our Responsibilities:

- To provide an efficient, fair and structured mechanism for handling complaints.
- To provide our hirers with access to the complaints handling process, including those customers with disabilities and special needs.
- To keep hirers informed as to the progress of their complaint and the expected timeframe for resolution.
- To review our complaints regularly so that we can improve our standards

Handling Your Complaint:

- Upon receiving a complaint, we will acknowledge your matter via telephone or in writing within 2 business days.
- We will keep you informed of the progress of your complaint, proposed actions and the expected timeframe for resolution.
- Our aim is to resolve complaints in a timely manner and we will generally resolve a matter within 30 calendar days.
- Complex complaints may take longer than 30 calendar days to resolve. In these cases, we will regularly update you on the progress and likely timeframe for resolution.
- We will advise you of the outcome of your complaint. Where you have requested us to do so, we will advise you in writing.

Step One:

If you have a complaint regarding any aspect of Hill Rise Hall, we urge you to contact one of our Committee members in the first instance. Our objective is to resolve the vast majority of enquiries or complaints during your first contact with us.

If you prefer to put your complaint in writing, we will respond to your letter and will confirm any details in writing if you request us to do so.

Step Two:

Complaints made to the association are overseen by our committee. After a complaint is made, if it is not immediately resolved, we may need to investigate it. This process may take 15 Business Days, or longer (in which case we will update you with a reason for the delay and the expected timeframe).

Step Three:

When your complaint is resolved, we will confirm this with you within 10 business days.

If your complaint is not resolved to your satisfaction by us, and depending on the nature of your complaint, you may refer your complaint to the following outside bodies: