

Aghalee Village Hall Complaints Policy

A complaint is any expression of dissatisfaction by any Aghalee Village Hall service user or stakeholder, whether justified or not. Complaints should be seen as an opportunity for Aghalee Village Hall to improve the quality of its services and to improve relations with its stakeholders and service users.

Serious complaints

Complaints of a serious nature e.g. fraud or sexual harassment will follow Aghalee Village Hall's grievance procedure. Any complaint thought to be of a serious nature should be passed immediately to the Chairman.

Other complaints

All other complaints should follow the procedure below.

Stage 1

When a verbal complaint is made, staff should:

1. Be courteous.
2. Minimise the need for the complaint to be made formally in writing, if possible.
3. Record the complaint taking the following details:
 - The name and address of the complainant
 - Detail of the complaint
 - What redress the complainant wants
4. Read back the complaint for verification

Stage 2

1. The complaint (written or verbal) should be passed to the Chairman.
2. A letter should be sent acknowledging the complaint within 5 days, explaining Aghalee Village Halls complaint procedure and timescales as follows:
 - a. Acknowledgement of a complaint will be within five working days of receipt of such complaint.
 - b. An initial investigation will be held within 14 working days of the date of acknowledgement, with a written finding issued within 14 working days of the commencement of the initial investigation.
 - c. If after the initial investigation a second is required, this will happen within 14 working days of notification and a final finding made within 14 working days of the start of the second investigation.
3. The Chairman will decide who is to investigate the complaint and receive the recommendations made.

Stage 3

1. After the investigation is completed, the Chairman should be given the complaint and the recommendations of the investigation.
2. The Chairman will either support the recommendations or instigate a further investigation.

Stage 4

1. The complainant will be contacted in writing with the response to the complaint.

Stage 5

1. The complainant may appeal against the decision to the Management Committee. However, the Committee will only accept this appeal if the complainant gives good reason why the earlier decision was unacceptable.

Investigating complaints

1. Investigations should be appropriately thorough and fair.
2. Investigators should seek to establish whether or not the complaint is fully justified, partially justified, or not justified, with reasons.
3. Investigators should identify whether the complainants redress is suitable and within Aghalee Village Hall's capacity to redress.
4. The Management Committee should also identify appropriate remedies for improvement.
5. The Chairman may instigate a further investigation.