

Hampsthwaite Memorial Hall
Hollins Lane
Hampsthwaite, HG3 2EJ
Reg Charity No. 523703
H.B.C. Licence No. WK/050606862



Bookings:

Email: Bookings@hampsthwaite.org.uk
Web: www.hampsthwaite.org.uk/memorialhall/

Hampsthwaite Memorial Hall Management Committee

Complaints Procedures

For the purposes of these procedures:

- **Management Committee** comprises 'Representatives' from village groups and societies, 'Public Members' elected annually as described in the Memorial Hall Constitution which arises from the [Conveyance of 1953](#)
- **Committee Officers are:** Chair, Vice-Chair, Treasurer, Booking Secretary
- **Management Sub-Group comprises** Committee Officers together with other Committee Members as nominated and appointed annually at the AGM.

It is the intention of Hampsthwaite Memorial Hall Management Committee that all parties should be treated fairly and the processes should be reasonable, accessible and transparent.

1. Complaints about an employee, volunteer or contractor working on behalf of the Management Committee

- If a member of the public has a complaint about an employee, volunteer or a contractor working on behalf of the Memorial Hall Management Committee, they should contact the Memorial Hall Secretary or the Chairman of the Management Committee. The matter will be dealt with internally as an employment matter and appropriate action taken as required.

2. Complaints about a Committee Member

- Complaints regarding a member of the Management Committee should be addressed to the Chair directly.
- Complaints regarding the Chair of the Management Committee, which cannot be resolved informally by direct contact, should be put in writing to the Memorial Hall Trustees via the Clerk of Hampsthwaite Parish Council.

3. Complaints about the administration or procedures of Hampsthwaite Memorial Hall.

- This Procedure is intended for situations where a complaint has been made about the administration of the Memorial Hall or about its procedures.
- Complaints about a policy decision made by the Memorial Hall will be referred back to the Management Committee, or relevant Sub-Committee, as appropriate, for consideration.
- This Procedure is intended for those complaints that cannot be resolved by less formal measures or explanations provided to the Complainant by an Officer of the Management Committee who will seek to settle the complaint directly with the Complainant. Efforts should be made to resolve the complaint at this stage.

Making the Complaint

- Complaints arising from use by village groups and societies should be channelled through their Management Committee Representative.
- Other individual Complainants should note the appropriate contact as described above and make their own judgement as to whether to report verbally or in writing as determined by the nature of the complaint.
- The Committee Officers will consider the complaint and make their judgement as to whether to raise the matter or not at the next available Committee or Sub-Group Meeting.

Complaint Resolution

- In all cases, the Complainant will be informed of the response to their complaint and any actions taken either verbally or in writing as determined by the nature of the complaint.
- In the event that the Complainant is not satisfied with an outcome, they will be invited to consider if they wish to re-submit the complaint via an alternative procedure as described above.

Policy as agreed by Memorial Hall Management Committee on ____ See Minutes ____ (Date)

Signed on behalf of the Management Committee _____ Chair _____

Policy to be reviewed on _____ Annually _____ (Date)