

# Arnesby Village Hall Trust

## Complaints Management

Arnesby Village Hall Trust (AVHT) always takes complaints seriously and will treat complainants with respect. The Trust takes the view that complaints will help it improve its service to hall users and welcomes the opportunity to do better.

AVHT has adopted a 2-stage process for complaints:

### Stage 1

Complaints should in the first instance be directed to the Chair of AVHT (contact details below) verbally face-to-face, by phone, in writing or by email.

The Chair will endeavour to resolve the complaint immediately or, if that is not possible, at least within 5 working days.

The resolution will be communicated to the complainant by the complainant's preferred method and logged by the Chair in the AVHT records.

### Stage 2

If the complaint is not resolved to the complainant's satisfaction Stage 2 can be invoked.

Stage 2 complaints should be raised within 5 working days of the Stage 1 resolution being received.

Stage 2 complaints must always be put in writing (including email) with as much detail as possible AND a preferred outcome (e.g. a refund, apology, compensation etc). The complainant should attach any evidence they consider relevant such as photographs.

The Stage 2 complaint will be formally heard by AVHT's Management Committee within 10 working days of its receipt.

The complainant will be given the opportunity to address the committee, if so desired, at a time and place to be agreed within that 10 day period.

The Committee will consider all the evidence, including the Stage 1 log and any written or photographic submissions. The committee will also consider if the desired outcome is appropriate to the circumstances of the complaint.

The committee will notify the complainant of its decision in writing (including email) within 2 working days of its meeting. The committee's decision is final and not subject

to further appeal. If the complainant is still not happy, they should contact their local councillor.

Contact Details

Sue Cooper, Chair of Arnesby Village Hall Trust,

Long Acre, St Peter's Road, Arnesby LE8 5WJ

Telephone: 0116 247 9840

Email: [susanlauracooper@gmail.com](mailto:susanlauracooper@gmail.com)

Please note that in the absence of the Chair another AVHT Officer may be delegated to handle the complaint.