Complaints Policy

The Yarcombe Jubilee Hall

This Complaints Policy aims to help you understand the complaints procedure managed by:

The Yarcombe Jubilee Hall Management Committee.

The Yarcombe Jubilee Hall Management Committee is committed to providing a service to the residents of Yarcombe Parish and others in compliance with the requirements of its Governing Document. We view feedback, positive and negative as a valued opportunity to learn and improve for the future, as well as a chance to rectify any concerns if at all possible.

Our Complaints Policy is to-

provide a complaints procedure that is clear and easy to use

ensure complaints are, wherever possible, resolved informally and that the

relationships are repaired

ensure all complaints are investigated fairly and in a timely manner

gather information which helps us improve what we do

If any user of the hall or member of the local community is unhappy about the-

standard of service provided

quality of facilities in the hall

safety of users

handling of a particular situation

or issues of any other matter

The Management Committee would wish to rectify these concerns if at all possible.

We are committed to equal opportunities and take complaints about any discrimination seriously.

We will treat your complaint confidentially, considerately and compassionately. You can talk to a Hall Officer or email: [contact@yarcombehall.co.uk](mailto:contact@yarcombehall.co.uk)

Informal complaints will be dealt with by informal discussion by the key people involved. Formal complaints must be sent by email, for the attention of Hall Officers or in writing through the Hall letter box addressed to the Hall Chair. We aim to acknowledge written complaints within 7 days and then to resolve the matter as quickly as possible to everybody's satisfaction. If complex issues are involved and a discussion needed at a Management Committee meeting, we will inform the complainant of our time schedule and when they can expect a full response.

Include the following information for a formal written complaint-

your name, address, email and/or telephone number

the facts of the complaint

include if appropriate a suggestion to resolve the complaints

A written response will be given to all formal complaints.

Any safety concerns that might endanger a hall user would be dealt with immediately after notice is received, which must be by phone to a hall officer.

The complainant can complain to the Charity Commission at any stage. Information about what kind of complaints the Commission can involve itself in can be found on their website.

The Yarcombe Jubilee Hall, Yarcombe, Honiton, Devon, EX14 9AA

Charity Number: 301024

May 2025

To be reviewed at least Annually

Next annual review May 2026