



Lyng and District Community Hall
Richmond Place
Lyng
Norfolk
NR9 5RF
Charity Number 1156339



COMPLAINTS POLICY

The Trustees and Management Committee of Lyng & District Community Hall (L&DCH) are committed to maintaining their strong partnership with the local community and the users of the Hall. L&DCH welcomes feedback and comments about its work, both positive and negative, as these can provide valuable information about L&DCH's effectiveness and how we can better meet our aims.

If any user or member of the community is unhappy about the standard of service provided, the quality of the facilities within the Hall, the safety of users, the handling of a particular situation or issue, or any other matter, L&DCH will work to rectify this.

L&DCH will acknowledge complaints as soon as possible.

L&DCH believes that most complaints can be resolved by informal discussion, either by telephone or through a meeting of the key people involved.

- If the complaint is judged to involve more complex issues, complainants will be informed that it might be up to three weeks before they can expect a full response. The aim will be to resolve the matter as quickly and effectively as possible.
- Any safety concern which may endanger any user of the Hall will be dealt with immediately by contacting the Hall Manager or in their absence the Management Committee Chair or any available Management Committee member or Trustee.
- L&DCH will take every complaint seriously and will treat everyone who complains with respect and courtesy.

PROCEDURE

Informal Complaints should be raised with the Hall Manager or Management Committee Chair, who will take appropriate steps to endeavour to resolve the complaint by informal discussion either by telephone or through a meeting of the key people involved. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

Formal Complaints should be made in writing and will normally be investigated by the Management Committee Chair but may be dealt with by any other appropriate Management Committee member or Trustee delegated to investigate on their behalf.

If the complaint directly concerns the Management Committee Chair, complainants should contact the Chair of Trustees who will consult with the rest of the Management Committee. A written response will be given to all formal complaints.

This Complaints Policy will be reviewed every 3 years and will be monitored annually.

PLEASE CONTACT the Hall Manager Izzy Salmon if you wish to make a complaint.



www.lyngvillagehall.co.uk
Email: LyngHall@mail.com

