

P02 - Complaints

Aim

The East Dean and Friston Village Hall Trust (Trust) believes in the core concept of “customer first” by providing facilities and services at standards they expect. If the Trust fails to provide a service of a standard acceptable to customers the Trust would like to know so they can address any shortcoming.

Making a Complaint

If a customer feels unhappy about any aspect of the Trust service which they have received they should raise their concerns with the Hall Manager on 01323 423110 or by email at edfvillagehall.org.uk. If an approach to the Hall Manager is not considered appropriate, then they should address their complaint to the Trust Secretary. The Hall Manager or Trust Secretary will endeavour to answer/resolve the matter at the time of contact.

If this initial contact does not address the customer's concerns they should detail their complaint to The Trust Chairman by letter to the following address:-

East Dean and Friston Village Hall Trust
Village Green Lane
East Dean
Eastbourne
BN20 0DR

The Trust will then:-

- send a letter acknowledging the complaint, within 5 working days
- record the complaint in the complaints register
- investigate the complaint and make a response within a further 15 working days
- offer to meet the complainant after the investigation, if considered appropriate
- provide a detailed reply to the complaint, including suggested resolution if appropriate

Awareness of Procedure

This complaints procedure will be included in the Trust's Operating Handbook, on the website and placed on the Hall noticeboard. Reference to comments/complaints is also made in the standard hire agreement.

Review

This Policy will be reviewed at any time in response to changes in relevant legislation, contractual arrangements, good practice or in response to an identified failing in its effectiveness. Subject to an earlier review, this Policy will next be reviewed in 2026

This version of the Policy was approved by the Committee of Management on 1 November 2023