



## Complaints Policy

1. The complaints procedure is for complaints made about Hilton Village Hall or staff either from a relative, significant other, client or any external professional.
2. The complaints procedure is part of the internal policy and procedure manual. The purpose is to provide an honest and open approach to complaints and improve resolutions accordingly.
3. All complaints are always taken seriously, an investigation will take place to provide a satisfactory resolution.
4. A full description of the complaint should be reported to Mrs Amii Sherwood (Hall Manager) ensuring all information is collated and discussed to ensure the right resolution is carried out and we can optimise a good practice policy.
5. All complaints are documented and dated accordingly.
6. Once the complaint has been submitted, we hope to resolve the matter within a period of one week.
7. If the complaint proves to be complex in nature and a matter of sensitivity, a further 7 days may be required. All correspondents will be notified as a priority.
8. On the completion of the investigation an outcome will be notified to both the complainant and the person implicated.
9. If there is a satisfactory outcome the matter will then be documented and closed. If the complainant or implicated party are unhappy with the outcome, we will do our utmost to find a satisfactory resolution for both parties.
10. All negotiations and outcomes will be documented / recorded into our complaints book.
11. We will act on any raised concerns and improve our systems accordingly.



**Management signatures:**

Page | 2

**Dated:**

Company Number 08097171