



Complaints Policy for Henry Warren Hall

This policy aims to help you understand the complaints procedure managed by: Henry Warren Hall Operating Committee. A copy of this policy is displayed on the Hall's website: www.henrywarrenhall.org

What can you complain about?

If you think we have failed to provide a satisfactory standard of service, please let us know.

- Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue or any other matter.
- The Operating Committee believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting with the people involved.
- We are committed to equal opportunities and take complaints about discrimination very seriously.

Who will deal with your complaint?

- Users can direct simple concerns to a member of the Operating Committee at any time.
- Complaints of a more serious nature should be addressed to the Chairperson of the Operating Committee in writing via email hello@henrywarrenhall.org or using the complaint form.
- If you are not happy with the response, then you will be invited to address your complaint to the Operating Committee, who will listen to your concerns, consider the issues and whether the follow-up actions were appropriate.
- The Committee will then decide on any further actions.
- We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.

When will you hear from us?

We will confirm receipt of your complaint by telephone or email within ten working days. In most cases, you will receive a full written response to your complaint within twenty working days.

If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint. If the complaint is complex, we aim to let you have a full reply within twenty-five working days.

Any safety concerns that would endanger a Hall user would be dealt with immediately after notice is received.

Last updated: 9 December 2022