



The Hindmarsh Hall

Complaints Policy

Introduction

This document aims to help you understand the complaints procedure managed by the trustees of the Hindmarsh Hall.

The Hall Trustees view complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that have made the complaint.

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

We take every complaint seriously and we treat everyone who complains with respect and courtesy.

What can you complain about?

If you think that we have failed to provide a satisfactory standard of service, please contact us via the Complaints Form which you will be able to download from the Policies page of our website at www.hindmarshhall.com/policies

Your complaint may be about:

- the quality of the facilities
- safety of the users
- the handling of a particular situation or issue
- the handling of personal data
- any other matter

Who will deal with your complaint?

All complaints will be dealt with by the Chair of the Trustees who will address the issue and respond in writing. If you are not happy with the response, then you will be invited to address your complaint to the trustees, who will listen to your concerns, consider the issues and whether the response was appropriate. The trustees will then decide on any further actions.

When will you hear from us?

We will let you know that we have received your complaint within ten working days of submission. We will contact you either in writing or by phone/email.

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 will be dealt with immediately.

Confidentiality

All information relating to the complaint will be handled sensitively, following any relevant data protection requirements.

Responsibility

Overall responsibility for this Policy lies with the Trustees of the Hindmarsh Hall.

Adopted on:

Review Date: March 2025