

Complaints policy

Policy statement

The Scarth Memorial Hall Association is committed to maintaining its strong partnership with members of the local community and with all users of Scarth Hall.

There may be occasions when a user of Scarth Hall is dissatisfied – it could be some aspect of the facilities, a safety concern, the service provided by Scarth Hall staff or volunteers, the behaviour of a hall user - or some other issue. Depending on what the issue is, there are various courses of action to take.

1 - Hirer Feedback Form

We welcome all feedback from people who have hired Scarth Hall for a one-off event, and from tutors hiring the Hall on a regular basis for a class or activity. Please use the **Hirer Feedback Form** (copies available in the Hall's reference folder or on the Scarth Hall website).

2 - Scarth Hall policies

If you are concerned about something which relates directly to one of our policies (**Equal Opportunities; Whistleblower; Anti-bribery; Finance**) please follow the instructions in the relevant policy.

3 - Health and safety concerns

If you are concerned about something that actually or potentially endangers the physical or mental wellbeing of any person, please contact one of the numbers below immediately. Your concern will be addressed as soon as notice is received.

Scarth Hall mobile: 07881 248478

Trudie or Morris Race: 01833 660171; 07821 160223

4 - Complaints about other matters

If your complaint is not covered by 1, 2, or 3 above, you are invited to make an **informal complaint** as soon as possible after the problem has occurred.

The Scarth Memorial Hall Association aims to acknowledge complaints within four working days and to give a full response to complainants within two weeks. We take every complaint seriously and we aim to ensure that all complaints are resolved quickly and smoothly.

Informal complaint (Stage 1)

It is the belief of the Scarth Memorial Hall Association that most complaints can be resolved by a telephone discussion or face-to-face informal meeting. You can either:

Telephone or email the Secretary of the Scarth Memorial Hall Association. This is currently Mr Mike Wylie: 01833 660802; wylieing@sky.com

or

- Complete and return a copy of the **Complaints Form** (copies in the Hall's reference folder or on the Scarth Hall website) and return it to Mr Wylie at 5 South Cleatlam, Darlington, DL2 3QP.

The Secretary will respond to your complaint by telephone, and may arrange an informal meeting.

Complaints policy (continued)

Formal complaint (stage 2)

If you are unsatisfied with the outcome of your informal complaint you will be invited to raise a **Formal complaint** as follows:

- Complete a copy of the Complaints Form if you've not already done so (copies in the Hall's reference folder or on the Scarth Hall website).
- Attach a letter to the Complaints Form explaining clearly why you are unsatisfied with the response to your informal complaint.
- Send the Complaints Form and your letter to Mr Mike Wylie.

Formal complaints will normally be investigated by the Scarth Hall Management Committee and you will receive a written response within two weeks of receipt.


Each Scarth Hall Committee meeting will include a review of:

- any complaints received since the last meeting
- any unresolved complaints
- Hirer Feedback Forms

Appropriate action will be taken to ensure that complaints do not arise on the same issue again, and that Scarth Hall continues to offer a range of excellent facilities and services for use by the whole community.

Complaints policy	
Review interval:	1 year
Created: January 2017	First review due: January 2018

Complaints Form

 SCARTH HALL, STAINDROP COMPLAINTS FORM	
Your name:	
Name of your organisation if applicable:	
Your address (or of your organisation if applicable):	
Tel No (landline)	Tel No (mobile)
Email address:	
Please describe fully the situation, action or facility you want to complain about include date, time and location if applicable.	
Please explain clearly why you are not satisfied:	
What would you like us to do to put things right?	
SIGNED (please sign and date below)	
Name:..... Date.....	
Please return the completed form to the Secretary of the Scarth Memorial Hall Association: Mr Mike Wylie, 5 South Cleatlam, Darlington, DL2 3QP	
If you are completing this form to register a Formal Complaint please remember to attach a letter which explains why you are unsatisfied with the response to your informal complaint.	
FOR OFFICE USE ONLY - actions taken further to this complaint:	