

# WREN HALL

School Lane, Wroxall, Warwickshire CV35 7NF

REGISTERED CHARITY NO: 522936

## **Complaints procedure**

Wren Hall Management Committee is committed to providing a service to the residents of Ferncumbe Parish and others in compliance with the requirements of the Constitution. We are open to feedback about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can improve in order to better meet our aims.

If any user of Wren hall or member of the local community is unhappy about the standard of service provided, the quality of facilities in the Hall, the safety of users, the handling of a particular situation, or any other matter, then the Management Committee would wish to work to rectify these concerns if at all possible. This procedure sets out how you may complain to the Committee and how we shall try to resolve your complaint. We will treat your complaint confidentially, seriously and quickly. We believe that that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved. You can talk to any member of the Management Committee. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

We aim to acknowledge complaints within five working days and give a full response to complainants within two weeks. If complex issues are involved we will inform the complainant/s within two weeks of when they can expect a full response.

**Stage One: - Informal Complaints** As described above, complaints can be raised with any Committee member. Contact details for key people can be found on the Wren hall website ([wrenhall.org](http://wrenhall.org)). You can also contact the email address [info@wrenhall.org](mailto:info@wrenhall.org). If the issue cannot resolve it immediately, or you are not satisfied with the answer then a formal complaint can be made.

**Stage Two: - Formal Complaint** Formal complaints should be made in writing and addressed to the Chairperson who will normally investigate it and discuss it with the Committee. If the complaint directly concerns the Chairperson complainants should contact one of the Wren hall Trustees listed on the Wren Hall web site.

A written response will be given to all formal complaints.