Presteigne Memorial Hall Complaints Procedure

The trustee responsible for emergency closure is Lynne Owens

The Presteigne Memorial Hall Board of Trustees will respond to all complaints and ensure that they are managed efficiently and courteously, and as quickly as possible. If the complaint is to be dealt with swiftly, then it is important that full details are provided. If more information is required, this may be requested from the complainant. Anonymous complaints cannot be processed.

* Complaints raised against the Memorial Hall: In the event of an individual being dissatisfied with the service being offered by the Hall or a decision made in respect of a hire, the complaint should be detailed in writing (email or letter) to the Chair of the Memorial Hall Board of Trustees. The Chair will log and acknowledge the complaint within 28 days. A complaints log is stored alongside this policy document in the Memorial Hall Google Drive.
* Complaints against a member of the Memorial Hall Committee: Any user wishing to raise a complaint about the conduct of a member of the committee, should detail the complaint in writing to any member of the Board of Trustees, who will log and acknowledge the complaint within 7 days.
* All complaints will be logged and presented at the next committee meeting following the complaint and the outcome will be reported to the complainant within 7 days of the meeting. Outcomes will be logged along with any other relevant information giving context to the complaint or outcome.
* Should the complainant not be satisfied with the outcome of any complaint they may attend the next committee meeting and address the committee in person. Any trustee may receive and approve such a request.
* If this does not obtain a favourable outcome the complainant should contact the Charities Commission.