

Adastra Hall Hassocks Community Association

charity no. 1201464

Complaints Policy and Procedure

Guiding Principles

The Trustees of Adastra Hall Hassocks Community Association (AHHCA) strive to ensure that the experience of hirers and users lives up to their expectations in every way. In the event that the experience falls short the Trustees wish to make it easy to raise a complaint and expect that all complaints will be responded to in a considered and timely way.

Adastra Hall is managed and run by a committee of Trustees and volunteers, and contracts a booking secretary and cleaners. Adastra Hall can be hired for activities for the benefit of all ages.

Policy - that all Hall hirers and users should know how to raise a concern and the response that they can expect.

Procedure - in the first instance any complaints should be raised with the Booking Secretary, by phone, email, letter or face to face. The Booking Secretary will resolve any problems that they feel able to and inform the complainant what they have done. This is likely to resolve many issues immediately.

In the event that the Booking Secretary is not able to resolve any issue, they will inform the management committee by email. The committee will allocate the complaint to an appropriate member to investigate. Following investigation the committee will agree a response within 14 days. The response will include, where appropriate, any actions to be taken to reduce the chances of a repeat failing if such is found to have been present.

This policy will be available for anyone to see on our website, it will be referenced in the hirers agreement and signposted in a notice on the noticeboard.

Policy - that all Trustees should be aware of all complaints, no matter how minor, so that lessons can be learned and changes instigated if appropriate.

Procedure - the booking secretary will ensure that all complaints are discussed at the next scheduled meeting of the committee and the response will be minuted. Any electronic or paper correspondence regarding the complaint will be kept securely for one year.