**St Piran’s Hall Complaints, Compliments and Concerns policy**

Background

St Piran’s Hall aims to provide accessible and affordable facilities for groups, activities and individuals in west Cornwall with a particular focus on Perranuthnoe Parish.

We are a registered charity whose operations are managed by volunteers on a Management Committee who give their time freely for the benefit of the community.

Their aim is to give Hall users a good service within our limited resources, but recognise that there will be occasions when users are unhappy or things go wrong and concerns are raised. In addition we welcome feedback positive and negative so we can learn from them.

In the first instance concerns should be raised with the Lettings Manager or another member of the Management Committee who will seek to resolve issues as quickly as possible.

We aim to learn from experience and will review issues raised with a view to making improvements where we can.

We do however recognise that there will be times when concerns raised cannot be easily resolved and we have established a formal complaints procedure.

In these instances the following procedure will be adopted.

1.The complainant should submit their complaint in writing and bring it to the attention of a member of the Management Committee stating the full detail of their complaint, and their suggested remedy.

2.On receipt of the complaint, enquiries will be made to confirm the background to the issues raised and if there is no obvious immediate resolution whether it is appropriate for a panel to be appointed.

3.The panel will normally consist of 3 members of the Management Committee, at least one of whom should be a Trustee. If the complaint(s) is about the behaviour or actions of a member of the Management Committee they will not be a member of the panel.

4.The complainant can be accompanied by a friend or family member at the panel meeting.

5.If it is agreed that a panel is appropriate it will aim to convene and meet with the complainant with 10 days of the written complaint being received.

6..The panel will be chaired by a member of the Management Committee and after introductions, the complainant will be given the opportunity to address the panel for no more than 15 minutes. Members of the panel may ask questions of the complainant for clarification. After this the complainant will be asked to leave and the panel will convene in private to deliberate on the issues raised and make a recommendation to the Management Committee.

7.The aim is that formal response to the complaint will be made within 10 days of the panel meeting. If however due to the complexity of the issues raised e.g. advice or a response from a third party, the Management Committee feel they need further time to respond a holding response will be made setting out the reason for the delay to the formal response and where possible giving an approximate timescale for the response.

8.The outcome of the Complaint will be reported to the Management Committee by the panel Chair at its next meeting.

9.Members of the Management Committee will treat complaints as confidential to the committee.

10.The Management Committee reserves the right to not implement the process where it believes it has considered and determined a similar complaint within the previous 12 months. In this case the complainant will be advised in writing of the decision.

Agreed by St Piran’s Hall Management Committee on 14/1/2025