



## **COMPLAINTS POLICY**

### **Introduction**

Cove Burgh Hall (“CBH”) is a charitable company that owns and runs the Cove Burgh Hall for the beneficial use of the local community. It is committed to maintaining its strong partnership with volunteers, individual hirers, user groups, service providers, and members of the local community.

Any complaint by any person made about any aspect of the services, facilities, safety of users, handling of a particular situation or issues, or any other matter, shall be treated by CBH with respect and shall be thoroughly examined, and CBH shall use all reasonable endeavours to resolve such complaint to the satisfaction of the complainant.

To meet these obligations the Board has agreed this policy, and, under the direction of the Board, the Chair shall have overall management responsibility for ensuring compliance by all persons in the Hall.

### **Procedure**

1. It is to be hoped that any complaint can be resolved satisfactorily by informal dialogue. So:
  - It is suggested that a complainant in the first instance advises the complaint to the relevant CBH representative either by phone, direct contact, email or by using the complaints form available in the Hall (e.g. a Hirer complaint relating to a booking would contact the Booking Secretary; for a Live @ CBH event the Events Team Leader; for cleaning or maintenance issues the Building Team Leader);
  - The relevant CBH representative shall seek to expeditiously resolve the matter with the complainant to the complainant’s satisfaction and if this is achieved the CBH representative shall confirm the resolution by email or in writing so that a record of the solution is held available to both parties;
2. Where the complaint cannot be so resolved, or the complainant decides to omit stage 1 above, the complainant should complete the said complaint form and submit it to the Chair (or to the Secretary to the Board should the complaint relate to the Chair). Then:
  - CBH shall acknowledge receipt of the complaint expeditiously and advise when a full response will be made (the aim throughout the process being to resolve the matter as effectively as possible, to everybody’s satisfaction, and as close to the source as possible);
  - CBH shall advise in writing to the complainant its full response to the complaint within two weeks of receipt of the complaint;
  - In the event such response does not meet with the complainant’s satisfaction, the complainant may seek a meeting with the Board (to be arranged expeditiously), and if that meeting cannot satisfactorily resolve the issue, then;
  - The complainant (if a Friend) may exercise the rights to call an EGM or may seek recourse of the common law.

3. CBH shall maintain an incident book showing all complaints received (whether made under 1 or 2 above) and the resolutions reached (or not) and such record may be accessed by any Friend, any Hirer or complainant.

**Availability**

This policy, and contact details of CBH representatives can be viewed in the CBH Library and on the CBH website – [www.coveburghhall.uk](http://www.coveburghhall.uk)

**Monitoring and Review**

The Board shall review this policy annually (or at other times as required) and amend as necessary. The Board shall also regularly review the incident book to identify any trends and shall seek to take remedial action accordingly.

Policy	Complaints
Signed by Chair on behalf of Board	<i>A.J.Morrison</i>
Approved by Board	November 10, 2016
Reviewed	November, 2017
Associated Policies	Equality, Conditions of Let, Health & Safety, Fire Safety, Data Protection, Financial Management, Children and Vulnerable Persons Protection

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[www.coveburghhall.org.uk](http://www.coveburghhall.org.uk)

**Company Limited by Guarantee registered in Scotland: SC217153. Charity registered in Scotland: SC031296**

