

# The Drill Hall Chepstow Complaints Policy

Drill Hall Chepstow

Lower Church Street, Chepstow NP16 5HJ

**If you have a complaint about the Drill Hall Chepstow, we want to hear about it and we will do our best to put it right.**

## 1. Our goals

Our complaints procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively
- To ensure that all complaints are handled in a consistent manner throughout
- To increase satisfaction amongst those hiring and using the hall
- To use complaints constructively in the planning and improvement of all services.

## 2. When can I complain?

Examples of circumstances that might lead to a complaint:

- If you have experienced problems in making a booking
- If the Drill Hall did not provide what was agreed with regard to your hire
- If our staff and/or volunteers have been rude or unhelpful.
- If you believe you have been treated unfairly.

## 3. How to complain

The Drill Hall Chepstow would like to sort out any complaint as soon as possible.

There are two forms of complaint available to you, informal and formal.

## 4. Informal Complaint

Many complaints can be resolved informally. In the first instance please speak to the member of staff or volunteer who is working with you. If you are not able to do this, please contact the Drill Hall Management Committee Secretary via email, [h.lodge10@btinternet.com](mailto:h.lodge10@btinternet.com)

Our aim with informal complaints is to:

- Listen to your complaint
- Apologise where necessary
- Agree a solution
- If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

## **5. Formal complaint**

You can make a formal complaint at any time and you do not have to make an informal complaint initially. Formal complaints are handled by the Drill Hall Management Committee. If you have a strong reason for not submitting your complaint to the Drill Hall Management Committee, you may submit it instead to Chepstow Town Council.

Please use the complaint form below.

## **6. What Happens Next?**

### **Stage One**

Make an informal complaint and receive a response

Make a formal complaint by completing the complaint form and sending it to the Drill Hall Management Committee Secretary. You will receive acknowledgement of your complaint within 10 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint. You may have someone with you if you are interviewed.

### **Stage Two**

Receive a written response within 30 working days of its receipt. If additional time is required you will be notified in writing or by email.

### **Stage Three**

Appeal any decision by writing to Chepstow Town Council. This will be considered by the town council's complaints committee.

## **7. Other Points**

In all cases, a complaint will be given full and fair consideration. However, we cannot investigate historic complaints and it is difficult to investigate complaints if very little detail is provided.

If as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

Drill Hall Chepstow

This policy was agreed by the Drill Hall Management Committee January 2019

## The Drill Hall Chepstow Complaint Form

Please complete the form below and send by email (either as an attachment or copied into the body of the email) to the Drill Hall Management Committee Secretary at [h.lodge10@btinternet.com](mailto:h.lodge10@btinternet.com)

Or print out the form, complete it and send to:

FAO Drill Hall Management Committee Secretary (if you are happy for your complaint to be dealt with by the Drill Hall Management Committee)

c/o Chepstow Town Council

The Gatehouse

High Street

Chepstow

NP16 5LH

**Your name:** .....

**Your address and postcode:** .....

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**Your daytime phone number:** ..... **Date**.....

**Your e-mail address:** .....

### Please tell us your complaint.

- Please provide dates/times and if known, give the names of those involved
- Please include any supporting material e.g. copies of emails
- Be clear and concise. Give as many details as you can at each stage of the process. As long as they follow a logical order, bullet points and notes are fine
- If you run out of space please use extra paper.

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**What do you think we should do?**

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**What happens next?**

We will:

- Send you an acknowledgement within 10 working days of receiving this form;
- Tell you who is looking into your complaint;
- Send you a full reply within 30 working days unless we have said that more time is required.