



CLARENCE HALL COMPLAINTS POLICY

Last updated March 2025

POLICY STATEMENT

The Clarence Hall Management Board (Management Board) is the management body for The Clarence Hall, Crickhowell, which is a registered charity (1187701) and a company limited by guarantee (11971202).

The Management Board aims to carry out all of its activities in a professional and open way, which will minimise complaints from hirers, contractors and visitors. Where complaints are received, the Management Board will treat them with respect, endeavour to resolve them to the satisfaction of all parties and instigate any actions necessary to prevent the recurrence of the issue causing complaint.

This policy should be read in conjunction with the Hall's Whistleblowing Policy, which is available on the Hall's website at <https://www.clarencehallcrickhowell.org.uk>.

AIMS

In all its activities, the Management Board will aim to:

- Operate in a professional and efficient manner, which will minimise the cause for complaint from organisations, societies, members of the community and contractors.
- Handle any complaints promptly and efficiently in an approved manner.
- Seek resolutions that are acceptable to all parties.
- Learn from complaints and their resolution to improve operating procedures and the attractiveness of the Hall and the facilities it offers.
- Encourage feedback from users and other members of the community on how the Hall meets the requirements of the community.
- Achieve constant improvement in operating processes and procedures to make the Clarence Hall a facility that is a pleasure to use.

PRINCIPLES

The Management Board will strive to:

- Encourage its members and employees to take responsibility for resolving complaints promptly and in accordance with the published complaints procedure.
- Treat all users in a fair and equitable manner and in accordance with the Clarence Hall's equal opportunities policy.

- Maintain suitable booking and operating procedures, so that users know what is expected of them.
- Ensure that all users are made aware of these procedures and adhere to their requirements.
- Avoid cause for complaint of non-compliance by meeting all relevant legislation and regulations relating to the safe and efficient operation of public buildings.
- Maintain the building and equipment to a high standard.
- Undertake a process of constant improvement in operating procedures and standard of facilities available.
- Actively seek user opinion on the standard of service offered by the Hall and use this information in the improvement process.
- Impress on users the need to respect the needs of other users.
- Learn from any complaints that arise and the actions necessary to resolve them.

COMPLAINTS PROCEDURE

Stage One: Informal Complaints

Informal complaints should be raised with the Chairperson, either verbally or in writing/email. The relevant contact details can be found on the noticeboard in the Foyer of the Clarence Hall.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

Stage Two: Formal Complaints

Formal complaints should be made in writing/email and will normally be investigated by the Chairperson in the first instance.

If the complaint directly concerns the Chairperson, complainants should contact the Secretary, who will consult with the rest of the Management Board.

A written response will be given by the Chairperson, or Secretary, to all formal complaints.

Timeframe for response

The Management Board will take every complaint seriously and will treat everyone who complains with respect and courtesy.

The Management Board believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved.

The Management Board aims to acknowledge complaints within five working days and to give a full response to complainants within two weeks. If the complaint is judged to involve

complex issues, complainants will be informed within two weeks when they can expect a full response. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

All safety concerns that would endanger a user of the Clarence Hall, member of staff or contractor, will be dealt with as soon as notice is given by the Chairperson or in his/her absence the Secretary.

Monitoring, Evaluation and Review

Where a complaint has specific implications for Hall operating procedures, these will be reviewed at the earliest opportunity and any changes that are deemed necessary approved at the next meeting of the Management Board. These changes will then be communicated to all Hall users and the Hall's caretaker.

All complaints will be logged by the Chairperson in a Complaints Register and "complaints" will be a regular agenda item at Management Board meetings.

The Management Board will conduct an annual review of the outcome of all complaints prior to the annual general meeting as part of its policy of continued process improvement.

Date of last update and approval by Management Board: March 2025

Date of next review: January 2027

Responsible officer: Dean Christy