



## Complaints Procedure

The Management Committee is committed to providing a service to the residents of Upper Rissington and others in compliance with the requirements of the Constitution.

Unfortunately things happen. We know we are not perfect, but we aim to be! This is why we have a complaints procedure. Sometimes we can put things right, sometimes we can only explain ourselves and apologise. But we want to learn from our mistakes. What you tell us helps us to improve the level of service we are trying to provide.

If you are really dissatisfied with the standard of our service, then this Procedure sets out how you may complain to the Committee and how we shall try to resolve your complaint. We will treat your complaint confidentially, seriously and quickly.

### What can you do?

Firstly, talk to us. Talk to any of the Committee members. If they cannot resolve it immediately, or you are not satisfied with the answer, then we invite you to submit a formal complaint.

### Making a formal complaint

Put your complaint in an e-mail to [urvh@btinternet.com](mailto:urvh@btinternet.com) marked "*confidential*", or in a letter addressed to:

*The Secretary  
Upper Rissington Village Hall Trust  
The Village Hall  
Wellington Road  
Upper Rissington  
GL54 2QB.*

1. Clearly explain the problem, how it affects you and which member of the Committee you may have already spoken to and the answer you received.
2. Your complaint will be investigated by the Chairman of the Trust and you will receive a written reply within 20 working days.
3. If you are not satisfied with the answer you receive, you have the right to complain to the Charities Commission. Such complaints fall under the title of "*serious concerns*" and involve Upper Rissington Village Hall Trust ...
  - Not doing what it claims to do
  - Losing lots of money
  - Harming people
  - Being used for personal profit or gain
  - Involved in illegal activity

The Charities Commission will investigate the complaint in compliance with their procedures.