#### logo

Complaints Procedure

The Management Committee welcomes constructive suggestions and criticism that will help to improve the operation of the Hall.

Complaints can be made by any users of the Hall, those providing contracted services to the Hall and members of the Management Committee.

 The Process

1. Complaints should be made in writing – email is acceptable – to the Chairman within 14 days of the issue.
2. The complaint will be acknowledged by the Chairman
3. An investigation will be undertaken by the Chairman and at least other member of the Management Committee.
4. If the investigations takes more than four weeks, the complainant will be informed of progress made.
5. Upon completion, the complainant will be advised of the outcome, plus, where appropriate, actions to be taken.

Change Record

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| **Date of Change:** | **Changed By:** | **Comments:** |
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