

## Stockbridge Town Hall CIO Complaints Procedure

Approved at meeting of 16 April 2018

Most recent review at meeting of 15 April 2019



1. The Management of Stockbridge Town Hall hope that all its customers are happy with the standard of service they receive from us but if members of the public are dissatisfied in any way, they are asked to raise the matter informally with either their regular contact on the Customer Care Group or the Chairman of that Group (see below) preferably setting out the issue in writing so that we have a full understanding of the problem.
2. We will investigate the circumstances of the complaint as soon as is practically possible, preferably within 7 days of receiving it, and take corrective action to put things right if that is appropriate. You will be informed of the outcome of the complaint and any action we have taken, or will take, to avoid further problems arising in the future.
3. If, depending on the nature of the complaint, you feel that some form of recompense is appropriate, e.g. an adjustment to the booking fee or an offer of a future booking at a preferential rate, we will consider this and respond as appropriate in the circumstances.
4. All informal complaints will be recorded and reported to the next quarterly meeting of the Customer Care Group.
5. If you are still not satisfied with the outcome you may make a **Formal Written Complaint**, to be sent to the Chairman of the Stockbridge Town Hall Management Committee (see below). This will be acknowledged within 7 days and the complaint investigated independently. The Chairman will consider whether the complaint has been dealt with in a fair manner and whether any further action is required. A comprehensive written reply setting out the outcome of this investigation will be sent to you within a maximum of one month from the date of receipt of the formal complaint.
6. All formal complaints together with the outcome of the investigation and response to the customer will be reported to the next meeting of the Stockbridge Town Hall CIO.

*March 2018*

### **Chairman of the Customer Care Group:**

Mr Paul Kidd

Email: [admin@stockbridgetownhall.co.uk](mailto:admin@stockbridgetownhall.co.uk)

Phone 01264 513299

### **Chairman of the Stockbridge Town Hall CIO:**

Mr Kim Candler

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