

Complaints and Feedback Policy and Procedure Battle Memorial Hall

Approved by Trustees: Trustees Management Committee 2025

Review Date: 2028

Policy

Purpose

Battle Memorial Hall is committed to providing a welcoming, safe, and well-managed environment for all users and staff. We value constructive feedback, positive and negative, as a vital tool for learning, improvement, and accountability. Complaints and feedback trends inform planning, training, facilities and service improvements.

This policy sets out how complaints and feedback are received, reviewed, and responded to, ensuring fairness, confidentiality, and proportionality.

We welcome and build on affirmations of good practice, kindness, and service. Positive feedback is shared with the relevant individuals and acknowledged at trustee meetings where appropriate.

We value knowing when something is in need of improvement in order that we can build positive relationships and serve the community.

This policy applies to:

- Complaints or concerns about Hall facilities, staff behaviour, or trustee conduct
- Positive feedback about any aspect of the Hall's services or people
- Suggestions for improvement or general comments

It does not cover safeguarding, this being addressed under the Safeguarding Policy.

Procedure

All complaints and feedback are handled respectfully. Sharing with trustees will be on a need-to-know basis and internal confidentiality will be maintained.

Feedback mechanisms

Feedback may be submitted via:

- The Feedback Form, available in the Hall to be posted in the bespoke locked box
- Email or written correspondence
- Direct conversation with a trustee or staff member

Categories of complaint and reporting routes

Category	Report to
Trustees	Chair
Chair	Secretary and Treasurer
Staff	Nominated line manager
Facilities	Chair and or delegated Trustee

All complaints are logged and reviewed by the committee at the next available meeting.

Process for handling complaints

- Acknowledgement:** Complaints will be acknowledged within five working days.
- Initial Review:** The appropriate person will assess the issue and may request further information.
- Response:** A written response will be provided within ten working days, outlining findings and any actions taken.
- Escalation:** If the complainant is dissatisfied, they may request a review by the full trustee committee.
- Closure:** All complaints are closed with a summary of outcomes and logged in the Committee meeting minutes.