



Complaints Policy

The Trustees of Normandy Village Hall are committed to providing the best possible service and facilities to the residents of Normandy and surrounding areas. The trustees welcome any feedback from individuals, service users and partners, on all aspects of our service. We take seriously any concern or complaint and commit to investigating anything raised to us promptly, fairly and consistently, for an effective resolution. To achieve this, we need our service users and partners to tell us when we get things wrong. Complaints are part of the process for monitoring the quality of our service, we learn from them in order to continuously improve and develop.

Procedure:

1. The issue should first be raised at operational level giving details of the relevant booking (date, time of day, location within NVH).
 - i. Health and safety issues or any other matters related to the building and its facilities:
Jon Pick, Hall Manager
07836 250099
 - ii. Booking issues:
Amanda Ellis, Bookings Secretary
bookings@normandyvillagehall.org.uk
 - iii. Payment or refund issues:
Arthur Towner, Treasurer
finance@normandyvillagehall.org.uk
2. If the issue cannot be resolved at operational level, it should be escalated to:
Roshan Bailey, Chair
chair@normandyvillagehall.org.uk

Normandy Village Hall CIO
Reviewed March 2023