

# NORMANDY VILLAGE HALL

## COMPLAINTS POLICY

The Trustees of Normandy Village Hall aim to provide the best possible service and facilities to the residents of Normandy and surrounding areas. In order to do this we need you to tell us when we get things wrong. We want to help resolve your complaint as quickly as possible. We handle any expression of dissatisfaction with our service which calls for a response as a complaint. We listen to your complaints, treat them seriously, and learn from them so that we can continuously improve our service. Should any issues or difficulties arise, the process to resolve them is as follows:

1. The issue should first be raised at operational level giving details of the relevant booking (date, time of day, location within NVH).
  - a. Health & safety issues or any other matters related to the building and its facilities: contact Jon Pick, Hall Manager on 07836 250099
  - b. Booking issues: contact Briony Howarth, Bookings Secretary at [bookings@normandyvillagehall.org](mailto:bookings@normandyvillagehall.org)
  - c. Payment or refund issues: contact Arthur Towner, Treasurer at [accounts@normandyvillagehall.org](mailto:accounts@normandyvillagehall.org)
  
2. If the issue cannot be resolved at operational level, it should be raised with Roshan Bailey, Chair at [roshan.bailey@projectaction.co.uk](mailto:roshan.bailey@projectaction.co.uk).

Normandy Village Hall CIO

January 2020