

COMPLAINTS PROCEDURE – PHOENIX HALL

Phoenix Hall is committed to providing the best possible service to its users and volunteers. In the unlikely event that there are issues that need to be addressed in the performance of these services or the condition of the hall there should be a process and procedure to address those concerns.

Examples of issues might be, for example;

- (a) Untidy areas
- (b) Unsanitary conditions in kitchen areas or toilet facilities
- (c) Heating system or other utilities not working
- (d) Behavioural matters

Anyone who has cause to raise a complaint should in the first instance contact the Booking Clerk, either by telephone or email

Mrs Pam Perry

Tel: 07826 262306

E mail: pamperry613@gmail.com

If the complaint cannot be satisfactorily resolved within 7 working days by the Booking Clerk the matter should be brought to the attention of the Phoenix Hall Management Committee. The Chair and Vice-Chair should at this juncture excuse themselves from the committee meeting in order to preserve an independence should the complaint not be satisfactorily resolved.

The Committee shall, at the next appointed quarterly management meeting, raise the concern as an agenda item under Matters Arising or by calling an Extraordinary Meeting depending upon the severity of the complaint, review the circumstances and discussions taken place previously with the Booking Clerk. The Booking Clerk shall present this summary to the Committee. The complainant shall be permitted to present their case to the Committee, in person if so desired, at the meeting following such presentation.

The complainant shall then vacate the meeting whilst the Committee discusses the matter.

Actions decided by the Committee to resolve the matter, if any, will be considered and the complainant informed accordingly by telephone, email or letter within 5 working days by the Secretary.

Should the complainant still be dissatisfied with the outcome of the review and decision making process they should inform the Chair of the Phoenix Hall Management Committee within 7 working days. The Chair will then convene with the Vice Chair to consider based on the presentations of the complainant and the committee and make a final judgement and respond within 14 working days. The decision of the Chair and Vice Chair shall be considered full and final.

All complaints made to the Booking Clerk in the first instance will be advised to the Landlords, Netheravon Parish Council and Fittleton cum Haxton Parish Council.

Dated: 14th October 2025