

OVING JUBILEE HALL
HIGH STREET OVING
CHICHESTER PO20 2DQ
Registered Charity No. 1077213

Oving Jubilee Hall - Complaints Policy

Introduction
This document aims to help Hall users understand the complaints procedure.

What can you complain about?
If you think we have failed to provide a satisfactory standard of service, please let us know. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue or any other matter. We are committed to equal opportunities and take complaints about discrimination very seriously.

Who will deal with your complaint?
All complaints should be sent to Bookings Secretary. They will be forwarded to the Secretary of the Management Committee, who will investigate the issue and respond in writing. If you are not happy with the response, you will be invited to address your complaint to the whole Management Committee, who will listen to your concerns, consider the issues and whether any actions initially proposed were appropriate. The Management Committee will then decide on next steps. We will take every complaint seriously and treat everyone who complains with respect and courtesy.

When will you hear from us?
We will let you know that we have received your complaint within ten working days. We will write to you or telephone you.
In most cases, you will receive a full written response to your complaint within twenty working days. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.
If the complaint is complex, we aim to let you have a full reply within twenty-five working days.
Any safety concerns that may endanger an Oving Jubilee Hall user will be dealt with immediately notice is received.

Anne-Marie Eastwood Date: 18th April 2024
Chair, Oving Jubilee Hall Management Committee