



# Friends of Stretford Public Hall Complaints Procedure

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To use complaints constructively in the planning and improvement of all services.

## Who can complain?

Anyone who is:

- Receiving a service from the Friends of Stretford Public Hall;
- Caring for someone who has a complaint;
- Anyone affected by work/actions that are carried out by The Friends of Stretford Public Hall.

## How to complain

The Friends of Stretford Public Hall would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact The Friends of Stretford Public Hall by email at [friends@stretfordpublichall.org.uk](mailto:friends@stretfordpublichall.org.uk) and a member of the board will try to sort the matter out.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of it.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to:

*The Board  
Stretford Public Hall  
Chester Road  
Stretford  
Manchester  
M32 0LG*

## **What Happens Next?**

All complaints will be logged and recorded in a spreadsheet.

You will receive acknowledgement of your complaint within 5 working days. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

You will receive a response to your complaint within 28 working days of its receipt. Any extension of this time limit requires your consent.

## **Does this always happen?**

In all cases, a complaint will be given full and fair consideration.

However, if as a result of your complaint, disciplinary proceedings are taken against a member of staff, an internal procedure will apply. You will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, you will only be informed of the details or outcome of matters outside of this procedure.

If a criminal offence is alleged, then the police will be informed.

This policy will be available on our website and copies will be hand delivered to all residents on Dorset Street and Davies Court during August 2016.