

## ST MARK'S CHURCH HALL – COMPLAINTS PROCEDURE

### Introduction

A complaint is a written or verbal expression of dissatisfaction or disquiet about an action, or lack of action, by a person acting on behalf of the church hall, or about the policies and procedures implemented to operate the hall.

Complaints about the hall may, for example, include the standard of service provided, the quality of hall facilities, safety for users, the handling of a particular situation or issue, the behaviour of an individual or group using the hall which causes nuisance, distress or harm to others.

This document outlines our approach to handling complaints, how users or members of the public can make a complaint and the procedure that will be followed to ensure that complaints are satisfactorily resolved.

### Aims

St Mark's Church Hall Management Group aims to:

- Operate in a professional and efficient way, minimising any cause for complaint from users, contractors and members of the community.
- Ensure that the procedure for lodging and handling complaints is simple and clear for all parties.
- Handle any complaints promptly, efficiently and fairly and as close as possible to the source of the misunderstanding or problem.
- As far as possible seek resolutions that are acceptable to all parties.
- Learn from any complaints and their resolution to prevent recurrence of any issue causing complaint and to improve our procedures and facilities.

### Relation to the Anlaby Churches Complaints & Grievance Procedure

We are committed to equal opportunities and safeguarding and take complaints about discrimination and any allegations of harm very seriously. In some cases it may be necessary for us to refer a complaint to the Anlaby Churches leadership, safeguarding officer or Diocese, for example where any complaint relates to:

- The operation of a church-run group (*referral to church leadership*).
- Any licensed or commissioned church minister (*referral to the Archdeacon or Diocese*).
- An allegation that a child or adult who may be vulnerable has been harmed or is at risk of harm, or that an adult or another child may have caused harm to a child or adult who may be vulnerable, (*referral to safeguarding lead to be dealt with under the Anlaby Churches Safeguarding policy and Diocesan procedures for handling allegations of abuse*).

### Complaints procedure

1. You may submit a written complaint to the church office using email [jo@anlabychurches.org.uk](mailto:jo@anlabychurches.org.uk) or tel 01482 355824.
2. On receipt the Church Administrator will refer it to the Chair of the Church Hall Management Group (or a Church Warden or the Vicar depending on the complaint and availability of the management group chair).
3. The complaint will be reviewed by that person (if necessary seeking advice from others) and an answer or solution will be sought, including in discussion with you if that is appropriate.
4. We will endeavour to respond to you within 10 working days with either an explanation or suggested solution, or details of how we propose to take your complaint forward should it be complex or serious.
5. If the complaint is serious we may need to report it to the Parochial Church Council for consideration. If this is the case we will let you know and indicate a timeframe to allow this process to take place.
6. If you have a complaint against a senior representative of our church or you feel that we have not followed our procedure properly then you may write to the PCC via our church mailing address as on our website.
7. Should any matter be so serious as to be considered by the PCC, the PCC's decision will be full and final.

We will not consider any complaints about final termination of a regular hire agreement on the basis that ample opportunities are available for the hirer to present a complaint during the termination procedure (see St Mark's Church Hall Cancellation & Termination Policy & Procedure).