PLATT MEMORIAL HALL

COMPLAINTS PROCEDURE

Platt Memorial Hall is committed to providing a safe, inclusive, and well-managed community facility. The Trustees take all complaints seriously and aim to resolve concerns promptly, fairly, and transparently.

1. Purpose

This procedure explains how complaints can be made, how they will be handled, and the steps the Trustees will take to ensure issues are resolved appropriately.

2. Who can make a complaint

Complaints may be made by:

- Hall users and hirers
- Volunteers and committee members
- Contractors or service providers
- Members of the public

3. What can be complained about

Complaints may relate to:

- The condition or safety of the Hall or its facilities
- The behaviour or actions of volunteers, committee members, or hall users
- Breaches of Hall policies (e.g., Equal Opportunities, Accessibility, Safeguarding, Hire Terms)
- Administrative issues (bookings, communication, payments)
- Any matter where someone feels they have been treated unfairly or inappropriately

4. How to make a complaint

Complaints can be made in any of the following ways to the Bookings Secretary, Rachael - on the following e-mail address - secretary@plattmemorialhall.org or mobile - 07490957060 or to the below address.

Platt Memorial Hall
Platinum Way
St Mary's Platt
Sevenoaks
Kent
TN15 8FH

- who will forward them to the Committee. :

- **Orally**
- **In writing** (email or letter)
- **Through a representative**, if the complainant requires support

All complaints should include:

- The nature of the complaint
- When it occurred
- Who or what was involved
- Any supporting information

5. Initial response

- The Hall Committee will acknowledge the complaint within 7 days.
- If the matter is straightforward, the Committee will aim to resolve it immediately.
- If further investigation is required, the complainant will be informed of the next steps.

6. Investigation

The Committee will:

- Review all relevant information
- Speak to individuals involved, if appropriate
- Refer to relevant Hall policies
- Keep written notes of the investigation

Investigations will be conducted sensitively, confidentially, and without bias.

7. Outcome

The Committee will provide a written response within **28 days**, outlining:

- The findings of the investigation
- Any actions taken or planned
- Any changes to policies or procedures (if relevant)

Where the complaint is upheld, the Committee will take appropriate action, which may include:

- Apologies
- Changes to practice or procedure
- Additional training for volunteers

- Restrictions or conditions placed on future hall use

- In serious cases, termination of hire agreements

8. If the complainant is not satisfied

If the complainant is unhappy with the outcome, they may request a review by:

- The **Chair of the Hall Committee**, or
- A **sub-group of committee members** not previously involved

The review decision will be final.

9. Confidentiality

All complaints will be handled with respect and confidentiality. Information will only be shared with those who need to know in order to resolve the matter.

10. Record keeping

The Committee will maintain a confidential log of:

- Complaints received
- Actions taken
- Outcomes
- Any follow-up required

This helps ensure accountability and supports future improvements.

11. Policy review

This Complaints Procedure will be reviewed annually or sooner if legislation or circumstances require.

Reviewed June 2026