



*Claygate
Village Hall Association*

Complaints Policy

- We are committed to providing a high-quality service to all our users.
- We aim to handle complaints quickly, effectively and in a fair and honest way.
- We take all complaints seriously and use information from investigating to help us improve the service we provide.
- We treat all complaints in confidence.
- We will acknowledge receipt of your complaint within 3 working days, appoint an officer responsible for dealing with it who will investigate and report to the management committee.
- We will reply within 5 working days of appointing the officer on progress in dealing with the complaint and again within 3 days of receiving a report.

If you have found a defect in the building or its equipment this should be recorded in the Buildings Defect Log Book kept on the Foyer desk. You may also email any defects found to enquiries@claygatevillagehall.co.uk

If you are unhappy with any aspect of the service you have received from the Hall, please contact us with the details:

either email the Hall Lettings Manager at enquiries@claygatevillagehall.co.uk
or telephone on 01372 469221

or write to The CVHA Chairman, Claygate Village Hall, Church Road, Claygate
KT10 0JP