

Kilham Hall Complaints Procedure for users, committee members and staff/contractors

Kilham Hall Management Committee (KHMC) aim to manage the running of the hall as smoothly as possible for the benefit of all who use it. If, on the rare occasion there is a problem, concern or complaint, we have the following procedure in place to deal with it.

1. If you have a concern that needs to be raised about the running of the hall, the KHMC or staff/contractors and you feel it needs to be addressed formally, please contact the Secretary, David Chorlton by email using the following address and copy in the Chair Michelle Sidebottom.

david.chorlton@doncaster.gov.uk

michelle@arrowpublications.co.uk

If you do not have access to email – please send your complaint in writing to:

David Chorlton

KHMC Secretary

12 Poppyfields Way

Branton

Doncaster

DN3 3

2. The Secretary, or chair will respond within 24 hours to confirm receipt of your complaint via email or post depending on your wishes. (If posting is required, this timescale will be delayed by the posting time).
3. The Secretary or Chair will investigate the complaint and may come back to you prior to a resolution for more information.
4. The KHMC will respond within 7 working days to resolve the complaint. If this has not been possible at this point – an update and further date will be given.
5. KHMC are volunteers who have other commitments, however, The KHMC will endeavour to resolve the complaint as soon as practically possible.