

# **BARLEY VILLAGE HALL**

## **CUSTOMER FEEDBACK POLICY**

### **Introduction**

This document aims to make the public aware of and understand the procedure managed by the Barley Village Hall Committee in dealing with customer feedback for compliments, suggestions and complaints. It is relevant to the users of Barley Village Hall and the general public. It is also relevant to the members of the Barley Village Hall Committee when receiving such feedback.

### **What feedback do we request?**

We will listen to any comment which could be used to improve the standard of service provided by Barley Village Hall and comments may be complimentary, by way of suggestion or an expression of dissatisfaction. Your feedback may be about the quality of the facilities, the health and safety of users, the handling of a particular situation by or issue, or any other matter. We are committed to equal opportunities and to take comments of our users and others very seriously, equally and without discrimination.

### **Who will deal with your comments?**

Any member of the Barley Village Hall Committee can deal with feedback. If possible it will be dealt with to complete satisfaction of all parties at the time, otherwise it will be dealt with following our formal procedure detailed below.

### **Formal procedure**

All comments should be sent to the Chairman, Ian Middleton c/o Barley Village Hall, Cross Lane, Barley, BB12 9JU you will receive a response in writing.

We aim to acknowledge receipt of your comments within ten working days.

In most cases we will provide a full written response to your comments within ten working days of the above acknowledgement. If we cannot give a full reply in this time we will contact you to confirm we are dealing with your comments, giving the reason why we cannot within the timescale explained in this policy and to give an estimate of when you can expect your comments can be dealt with. If matter is complex we will discuss this with you at the earliest convenience.

If you are not happy with the response received you will be invited to address Barley Village Hall Committee at any future meeting of your convenience. The Barley Village Hall Committee will listen to your comments, consider the issues and decide on any further action.

### **Comments Form**

For your convenience a formal comments form can be found on our website [www.barleyvillagehall.org](http://www.barleyvillagehall.org). Please complete and leave in our letterbox, addressed to the Chairman.

### **Our Commitment**

We will take each comment seriously and treat everyone who provides feedback on our facilities with respect and courtesy regardless of nature of the comment, complimentary or complaint.

**BARLEY VILLAGE HALL**

**FEEDBACK FORM**

1. Name
2. Organisation
3. Address
4. Telephone
5. Email
6. Please provide your comments.
  
7. Have you raised this or similar matters previously? If YES please provide details.
  
8. Have you any further comments?

Signed .....

Dated .....