



# Bishop Wilton Hall and Playing Fields Association Feedback Procedure.

Charity Number 1050047

## **Introduction**

Bishop Wilton Hall and Playing fields Association is a registered Charity run by volunteers, working incredibly hard to ensure that things are right the first time, but sometimes we get it wrong. For this reason, a Feedback Policy was created to show our commitment in dealing with feedback or complaints in an open, appropriate, and timely manner.

## **Purpose**

The purpose of this Policy is to evidence our commitment to the resolution of feedback or complaints in an orderly fashion and for all trustees to be aware of this policy and how we handle issues raised by the public.

## **Procedure**

In the first instance anyone who wishes to raise, and issue are encouraged to contact the Trustees. We ask that this is done in writing as all those involved in running the facility do so in their own time. This can be done by email to [bishopwiltonvillagehall@gmail.com](mailto:bishopwiltonvillagehall@gmail.com) or on paper in an envelope posted through the hall mailbox which can be found on the garage wall to the left of the car park entrance.

It is vital that the following information is provided:

1. Your name and address details.
2. A daytime telephone number and or email address.
3. Details of the feedback or complaint
4. What you would like us to do to address the issue that you have raised.

Your letter will be acknowledged within 5 working days. Your letter will be discussed at the next trustee meeting (not less than 10 meetings per annum). The Trustees will investigate and will use best endeavours to resolve the matter quickly and fairly taking in to account the legal obligations of the Trustees, the adopted hall policies, and the law. A full written response will be issued within 20 working days of the agreed resolution arising from the Trustee meeting. If longer is required to respond because of the complexity of the matter,



you will be informed. It is the aim of Trustee's is to resolve every issue raised which is in their control to the complete satisfaction of those involved.

The decision of the Trustee's is final at this level.

In the unlikely event that it has not been possible to resolve a complaint, it is recommended that the complainant contact the Charity Commission depending on the nature of the complaint. Further details are available on the Charity Commission website

[www.gov.uk/government/organisations/charity-commission](http://www.gov.uk/government/organisations/charity-commission)