

# Enstone Parish Hall - Complaints Procedure

## 1. Our Pledge to our Supporters

We always aim to provide the highest level of customer service to all of our supporters. Should you not be satisfied with the level of service provided, we do have a complaints procedure and welcome all feedback. You may, however, also want to feedback positive comments on the service you have received. These comments are just as important, as they tell us what factors are contributing to a good experience for our supporters.

### ***The Enstone Parish Hall Management Committee (EPHMC) aims to:***

- Treat all complaints seriously.
- Resolve complaints promptly and deal with them efficiently.
- Learn from complaints and take action to improve our service.

## 2. Our definition of a complaint

A complaint is an expression of dissatisfaction by a supporter about a particular solicitation, transaction or action carried out by the Charity. General enquiries or comments regarding the Charity are not regarded as Complaints.

## 3. What to do if you have a complaint

You can make a complaint about Enstone Parish Hall by telephone, in writing, or by email (see contact details below).

## 4. What happens next

The EPHMC will deal with all Complaints promptly, within 7 working days of receipt. If the complaint is complex or cannot be dealt with in this timescale then it will be acknowledged and the complainant advised of progress at regular intervals.

If you are not happy with the response you receive, you should contact us again and address your comments to the Chair of the EPHMC. You can also address the EPHMC in person at one of the committee meetings held on the first Monday of each month.

## 5. Contact details:

Should you wish to make a complaint you can contact us in writing, by telephone or by email.

### ***Write to:***

EPHMC,  
Enstone Parish Hall,  
The Paddocks,  
Enstone,  
OX7 4AZ.

***Tel:*** 07391 231 304

***e-mail:*** [admin@enstoneparishhall.org](mailto:admin@enstoneparishhall.org)