

## **Broad Street Hall Complaints Procedure**

### **How to make a complaint**

You can make a complaint:

- By email [chair@broadsthall.co.uk](mailto:chair@broadsthall.co.uk)
- In person at Broad Street Hall
- By the letter to The Trustees C/O Broad Street Hall, Broad Street, Foleshill Coventry CV6 5BG

### **How we will respond to a complaint and how long it will take?**

When we receive a complaint, we will try to sort it out immediately.

If it is not possible to sort out a complaint immediately the following time limits will apply -

- We will acknowledge your complaint in writing within one week.
- As the Trustees meet on a monthly basis; you will be advised of an expected completion date within a month of raising the complaint.

### **Please note it may take two or more months to fully respond to a complaint**

If we cannot sort out the complaint by the estimated completion date, we will issue further holding letters until we have completed the investigation.

### **Stage 1 – initial investigation**

Broad Street Hall Trustees will ensure that an appropriate person investigates complaints. Any investigation will be fair on both sides. It will be unbiased, take into account all relevant facts and be treated confidentially.

### **Stage 2 –**

In many cases, the complaint will have been sorted out at stage 1 of the complaint's procedure. However, if you are still not satisfied with the outcome the Trustees will then investigate the matter further and the Chairperson will issue a response once the Trustees have approved it.

If you are still not satisfied you can contact

Ombudsman

53-55 Butts Rd, Coventry CV1 3BH

0300 061 0614

Or

Charity Commission Contact Number: 0300 066 9197