



Complaints Policy & Procedure

The Cheddon Fitzpaine Memorial Hall Trustees are committed to high quality services and we want everyone that uses our hall to enjoy their experience and hope that:

- Our Staff and Trustees are friendly and helpful
- Our premises are fit for purpose (a meeting place for villagers, etc.)
- We will treat all users with respect and dignity.

However, if you are unhappy about anything that you experience while using our facilities please let us know; we would like to improve our service to the community and will do all we can to put right what has not been to your satisfaction.

How to raise a concern

By e-mail: **Manager:** manager@cfmh.co.uk or
Chair of Trustees g-k.pyrland@quikmail.co.uk

By Phone: **Manager:** 07586 413290 or
Chair of Trustees: 07543 264164

By letter: **Manager or Chair of Trustees:** Cheddon Fitzpaine Memorial Hall, Rowford,
Cheddon Fitzpaine, TA2 8QD

Please make sure you include details of the preferred method of contact for us to respond to your concerns.

We Promise to

- Acknowledge receipt of your complaint within 5 working days of receipt
- Investigate the problem you have advised us about
- Contact you to discuss the situation with you and advise what actions we intend to take to correct matters
- Take the appropriate action to put the situation right and inform you of our actions.

Should the issue not be resolved to your satisfaction, the Trustees will take what ever steps it considers necessary to help to bring about a mutually agreed conclusion.

Issue Control - Approval and Review

Issue No	Approved By	Approval Date	Main Changes	Review Period
1.0	Trustees	14/09/2026	Initial draft approved	Annually