Cam Vale Community Hall

4) Complaints Procedure

1. Any person wishing to raise a complaint against Cam Vale Community Hall must do so in writing,
2. The written complaint must be delivered in a seal envelope to an officer of the committee of trustees,
3. The other officers of the committee shall be informed, and a meeting of relevant committee members called within 14 days to discuss the complaint,
4. On completion of the investigation the findings of the committee will be communicated to the complainant in writing,
5. Cam Vale Community Hall will investigate with all reasonable care and attention. Any complaint that cannot be resolved may be referred to a higher authority.

Issued : Dec 2020

Reviewed : Jan 2023