

**Complaints Policy of Finchingfield Guildhall**  
**Agreed at a meeting of the Finchingfield Guildhall CIO on Tuesday**  
**6<sup>th</sup> January 2015**

Our intent is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us and make a complaint
- To make sure that everyone at Finchingfield Guildhall knows what to do if a complaint is received
- To make sure that all complaints are investigated fairly and promptly
- To make sure that complaints are, wherever possible, resolved and relationships are maintained
- To comply with relevant Diversity, Disability and Equal Opportunities legislation

All information relating to a complaint will be handled sensitively, telling only those who need to know and following any relevant data protection acts.

Overall responsibility for this policy and its implementation lies with the trustees.