

# **Felton Village Hall Feedback Policy**

## **Purpose of the Policy**

This policy enables the Trustees to pursue their aim of providing and maintaining a village hall for the use of inhabitants of Felton and the Neighbourhood by helping to ensure and improve its quality, reputation and high occupancy. The Trustees do this by:

- inviting feedback, whether positive or negative about the Hall, its facilities and the hiring experience
- gaining information about the experiences, views and perceptions of users and the wider community to inform the decisions of the Management Committee
- having a mechanism for dealing with complaints

This policy is not to be used for complaints against individuals or groups. The Fair Treatment and Safeguarding policies set out what is to be done in such cases.

## **Responsibility for Implementing the Policy**

- The Trustee with responsibility for Feedback
- The Trustee with responsibility for Regular Users
- Any Trustee who may pick up feedback or complaints, formally or informally

## **People affected by the Policy**

- All Trustees
- Hirers of the Hall
- People attending activities in the Hall
- People working in the Hall

## **Monitoring and Review**

The Feedback Officer is responsible for monitoring and reviewing the policy supported by the Officer with responsibility for Policies

In order to monitor the policy, the Feedback Officer will, at each Management Committee meeting:

- collect from trustees all feedback they have received
- in addition to the above report:
  - number of items of positive and negative feedback since the last meeting
  - any common themes
  - any complaints that have not been closed
- any issues relating to the implementation of the policy

The review will be presented to the Trustees as a report containing:

- an overview of feedback and complaints together with any recommendations for changes to the policy
- % of invalid feedback not covered by this policy
- quantitative analysis of all the valid feedback received:

- on line / paper / other
  - positive /negative
  - signed / anonymous
  - means of communication
  - provided by RUG / other Hirer / user of the Hall / other
- topics receiving the most positive feedback and topics receiving the most complaints
  - % of identified providers of invalid feedback advised to redirect their feedback
  - quantitative analysis of the response to all the valid identified feedback received by %:
    - proportion of positive comments receiving a thankyou
    - proportion of negative comments where the complainant has accepted or apparently accepted the final communication, and the content of this communication:
      - their feedback has been noted and will be borne in mind by the Management Committee
      - their feedback has been discussed by the Management Committee, and:
        - they have received an apology
        - they have been told about changes or action planned or made
        - they have been told that it is regretted no action can be taken, and why
    - proportion of complaints which have been completed by the Management Committee but the complainant has declared:
      - they are not content and are taking the matter further
      - they are not content but will leave the matter
    - proportion of negative comments which are still being dealt with, and the stage in the process they have reached
  - summary of complaints showing which resulted in no action / action, and, in the case of the latter, what that was

This policy will be reviewed annually. The next review is due in June 2023

This policy was formally adopted on June 28 2021

Signed

Eileen Cameron

Chair

“Feedback” includes praise, thank yous, suggestions for improvement and complaints, whether spoken or written.

The Trustees actively seek feedback, whether positive or negative from both users and members of the community.

## **Collection and Management of Feedback**

1. Trustees will accept feedback on paper, on line, by telephone or face to face
2. Trustees will contact their RUGs before each Management meeting to keep in touch with how things are going, and report feedback at the meeting
3. An invitation to provide feedback will be included in the email sent out to RUGs monthly with the new key code
4. Notices in the Hall and on the website encourage people to provide feedback
5. Feedback can be given on line via a form on the website. All feedback is directed to the Feedback Officer
6. Regular postings on the website, the Hall's Facebook site and the Felton and Thirston Really do Matter Facebook page will invite feedback from users and the wider community. Such postings may help prompt feedback
7. Paper feedback forms are provided by both entrances, and there is a secure box with a slot by each in which to place completed forms
8. Those giving feedback are invited to give their name and contact details so we can get back to them
9. The Feedback Officer ensures the boxes are emptied each week
10. The Feedback Officer ensures that the online feedback cache is checked each week
11. Trustees receiving feedback should pass this onto the Officer for Feedback as soon as possible
12. Providers of invalid feedback, outwith the scope of this policy, are advised, unless they are anonymous to redirect their feedback. Positive anonymous feedback about a group is passed on to the group concerned. No details are kept.
13. The Feedback Officer maintains an electronic spreadsheet for valid feedback received including any actions. Entering all the information electronically means paper copies can be disposed of once the information has been transcribed. In order to minimise Data Protection issues, once positive feedback has been reported to the Committee and acknowledged if possible, the giver's name and contact details are deleted. Their category and the topic are kept so the annual review can be written.

Names and contact details for complainants must be kept longer, until the matter is resolved and we have checked that the complainant is not intending to take the matter further. If the complainant is or may do this, their contact details must be kept until we are confident the matter is closed. Details of the category of the complainant and action are kept to allow the annual review report to be written

14. The Feedback Officer responds to all those providing a name and contact details if only to say thank you or to acknowledge their complaint, within a fortnight. If s/he cannot undertake to do this for a period of time s/he will pass responsibility for all feedback matters to another Trustee for that period

15. Positive feedback is reported verbally at the next Management Committee meeting

16. Complaints are taken to the next Management Committee meeting. The Feedback Officer will take immediate action with regard to complaints that indicate health, safety or security are at risk. Any complaints with a bearing on safeguarding will be passed on in accordance with the Safeguarding Policy.

17. Anonymous feedback will be noted, but the Trustees will decide, on a case by case basis, whether or not to take action following an anonymous complaint and what this should be

### **Feedback from Hirers**

16. All hirers are asked for feedback about their experience. The Hirings and Regular User Officer is responsible for sending the Feedback Officer this feedback once it is received.

17. Hirer feedback is used in the monitoring and review of the Hiring and Regular User policies in addition to this policy.

18. Feedback is sought each July from Regular Users on:

- Health and Safety
- Accessibility
- Condition of the Hall
- Booking Process
- Invoicing Process
- Any topical matters
- Any other matters the Regular User wants to raise

19. One-off Hirers are invited to give feedback immediately after their event. They receive a form, sent out with their invoice, which covers the following matters:

- Health and Safety
- Accessibility
- Condition of the Hall
- Booking Process
- Invoicing Process
- Communication with the Hall
- Any topical matters
- Any other matters the Hirer wants to raise

### **Complaints not covered above**

20. The Code of Conduct for Trustees sets out what should happen if there are issues within the Management Committee.

21. If an individual Trustee is felt to have breached the Code of Conduct, this should be reported to the Chair or the Meetings Secretary in confidence. This Officer will attempt to resolve the issue, or, if necessary, arrange for an investigation. Such mediation and investigation will be carried out quickly, impartially, thoroughly and confidentially. This procedure is in line with the Trustees' Fair Treatment Policy.

22. If there is a concern or complaint which falls into the area of Safeguarding, the Safeguarding Policy will apply and external agencies handle the matter.

23. The Fair Treatment Policy sets out how complaints against individual(s) are pursued.

24. Complaints about activities run at the Hall from group members should be taken up with the organiser.