



## **Clenchwarton Memorial Hall (CMH) Complaints Policy**

### **COMPLAINTS PROCEDURE**

#### **1. Policy Statement**

CMH is committed to providing a safe, welcoming, and well-managed environment for all members of the community. We endeavour to maintain high standards but recognize that occasionally things may go wrong, and we welcome your feedback as an opportunity to improve.

#### **2. Informal Resolution**

Most complaints can be resolved quickly by speaking directly with the Chairperson or Secretary. We encourage users to raise concerns at the time of the incident or as soon as possible to allow for an immediate solution.

#### **3. Formal Complaints Process**

On the unfortunate occasion that an informal approach does not resolve the issue, please follow the following steps:

##### **Stage 1: Formal Written Complaint**

Please submit your complaint in writing (via email or letter) to the Secretary of the Management Committee.

Email: [contactcmh5523@gmail.com](mailto:contactcmh5523@gmail.com)

Address: 2 Blackhorse Road, Clenchwarton  
King's Lynn, PE34 4AB

Please include your contact details, the date of the incident, and a clear description of the issue. We will endeavour to acknowledge receipt of your complaint within 5 working days.

#### Stage 2: Investigation

A designated member of the Management Committee will investigate the circumstances. This may involve speaking to volunteers, staff, or other hall users. You will receive a formal written response regarding the outcome within 14 working days or will be informed about a possible delay and the reasons why .

#### Stage 3: Appeal

If you are not satisfied with the Stage 2 response, you may request that the matter be referred to the Full Management Committee. The Committee will review the case at their next scheduled meeting. A final decision will be sent to you within 28 working days of your request for appeal or you will be informed about a possible delay and the reasons why .

#### 4. Confidentiality

All complaints will be handled in accordance with the Data Protection Act and UK GDPR. Information will only be shared with those necessary to resolve the investigation.

#### 5. Persistent or Vexatious Complaints

The Management Committee reserves the right to terminate correspondence if a complainant becomes abusive or if the complaint has been fully addressed through all stages of this procedure.

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Adopted and approved by CMH Management Committee: January 2026  
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