



Princess Louise Hall

Rosneath Peninsula Communities

Princess Louise Hall Committee Complaints Policy

Princess Louise Hall Committee aims to always provide high-quality service. Whether you think we're doing well, or feel we need to do better, we value your opinion and want to hear from you

If you are not happy with Princess Louise Hall Committee in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

What to do

Either use the contact page on our website, <https://princesslouisehall.org/Contact/> or email us directly at enquiries@princesslouisehall.org.

Give us as much information as you can, and any evidence in support of your concerns. We need your email address or phone number so that we can respond effectively.

We would politely ask that you refrain from airing your concerns on social media eg Facebook, until we have had a chance to investigate and respond.

What happens next?

We will respond to you within 7 working days. We will tell you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within 14 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all comments and complaints sensitively. Princess Louise Hall Committee will record your complaint and follow relevant data

protection requirements. We will use the information to help us improve our services.

What if I'm not satisfied with the response?

If you are unhappy, you can write to the Chair of Princess Louise Hall Committee's trustee board, who will look at the situation again and decide if further action is needed. Their contact details are chair@princesslouisehall.org

Overall responsibility for this policy and its implementation lies with the board of trustees of Princess Louise Hall Committee.