

Complaints Procedure

ACCT encourages hirers to approach the duty manager or bookings secretary informally with any issues in the hope of swift resolution. If the issue remains unresolved the following escalation route applies:

- 1) Write to the Secretary of the Management Committee (where different);
- 2) Chairman of the Management Committee for discussion by the management committee
- 3) Chairman of the Management Committee for discussion at the next full trustee meeting. It is anticipated that this will be the final stage. However, where the hirer is still not satisfied and the decision of the trustees is not backed fully by a clear legislative reason the hirer may proceed to 4.
- 4) Independent decision maker: referral to Parish Council, see below.

ACCT has tried to ensure that its procedures and processes are well designed, robust and clearly communicated. Escalation to the Parish Council stage is intended to be very rare and hopefully never.

Where complaints and issues cannot be resolved by the usual route above the matter may be referred to the Parish Council to act as an Independent Decision Maker.

A written submission should be put by complainant to the Clerk to the APC, copied to the Chairman of the ACCT Management Committee.

The Parish Council state:

- a) The PC is only involved if ACCT fail to resolve the matter to the satisfaction of either party
- b) Three Parish Councillors will hear the evidence and make a recommendation to full Parish Council
- c) Press and Public are excluded from deliberations of the Parish Council
- d) Parish Clerk to report decisions to ACCT
- e) Councillors will declare any personal or prejudicial Interests in the matter in the normal way.
- f) No appeals – the Parish Council is the final stage in the appeals process.