Complaints Procedure

The Trustees of the Cherington Stourton and Sutton under Brailes Village Hall always endeavour to make the premises available to the community to the best standards reasonably achievable and to accommodate the reasonable needs of hirers and users.

If you have a complaint we would like you to tell us about it so that we can consider your concern, take appropriate action and improve our service for users.

A complaint is difficult to deal with unless it is reported speedily so we will not normally consider complaints about something that happened more than a week ago.

First, it is best to talk about your concern to a Trustee. A contact list of Trustees is available from Mr James Walton, Chairman 01608 685082 if you then wish to make a formal complaint in writing you should address your written complaint to:

Mr James Walton, Chairman
Cherington Stourton and Sutton under Brailes Hall
Stourton
Shipston on Stour
CV36 5HG

All formal complaints are reported to the Trustees at their next meeting. The Chairman will acknowledge your letter within 5 working days, advise you of how your complaint will be handled and when you may expect to receive and answer, normally after the Trustees next meeting or within 30 days.