

The Trustees of the New Victory Hall always endeavour to make the New Victory Hall 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 Ian McFadyen, Chairman, (telephone 01692 630150). If you then wish to make a formal complaint in writing you should address your written complaint to:

Mr. Ian McFadyen
Chairman, New Victory Hall
c/o Orsteda,
The Shoal,
Irstead
NR12 8XS

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