

The Management Committee of the Queen Elizabeth Hall always endeavour to make the Queen Elizabeth 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 services 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 prior to being notified.

First, it is best to talk about your concern to a Committee member.

A contact list of the Management Committee is available from the Chairman or on our Website.

Chairman Name RJ Chorner

Contact Telephone 07767 214952

Contact Email rodneycharman@googlemail.com

If you wish to make a formal complaint in writing you should address your written complaint to:

Chairman's Address Our Place, Hoving Road
Worstead, North Walsham
Norfolk, NR28 9RG.

All formal complaints are reported to the Trustees and Management Committee 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 Management Committee's next meeting or within 30 days.

QEHW Signature _____

(On behalf of the Queen Elizabeth Hall Management Committee)

Name _____

Date _____

Position _____
