

Complaints Policy

1. Introduction

Spooner Row, Sutton and Wattlefield Village Hall Committee (Village Hall Committee) aims to provide an efficient, prompt and courteous service to all.

We welcome your comments regarding any dissatisfaction with our services or actions and aim to resolve these through our complaints procedure.

This policy tells you how to go about making a complaint, about our service and what response you can expect from us.

2. What are the principles involved?

- i) We welcome feedback, both positive and negative comments. Complaints are valid whether they are recorded in writing or not, but please provide a written complaint either by e-mail or letter.
- ii) We value both verbal and written comments but it is much easier to deal with written ones and will report the outcome of any complaint back to the complainant.
- iii) Complaints will be dealt with courteously, and as quickly and effectively as we can.

3. What kind of complaint can be considered?

- i) Discrimination, harassment, bullying and victimisation
- ii) Matters relating to the conduct of the Village Hall Committee and events at the Village Hall over which we have control
- iii) Any other deficiencies that we consider are appropriate

4. What kind of complaint is excluded?

- i) Complaints which are vexatious, frivolous or repetitious in nature
- ii) Complaints in relation to financial conduct of the Village Hall Committee which should be referred to the Charity Commission
- iii) Matters which fall outside our control being enforced by others such as Public Entertainment Licencing, fire matters and Environmental Health.
- iv) This list is not exhaustive

5. How to make a complaint

If possible, any complaints should be resolved informally, without delay, by speaking to the Chair, Vice Chair or Secretary.

i) Making a complaint: Stage One

In the first instance, a complaint will be dealt with by the Chair, Vice Chair or Secretary and the matter should be put in writing either by e-mail to the Secretary or letter and addressed to: Spooner Row, Sutton and Wattlefield Village Hall Association, Station Road, Spooner Row, Wymondham, NR18 9JR. We appreciate that not all have computers or e-mail but it is likely that any complaint made will be dealt with more efficiently if this route is used.

All formal complaints should be made in writing with as much detail as possible, including any supporting documents or additional information.

This helps us to understand the complaint more fully and to respond more effectively. In addition, it is also helpful to include any suggestions as to how the complaint might be resolved.

We take all complaints seriously and you can expect to be treated with courtesy and fairness at all times. We will aim to resolve your complaint as quickly and as fully as possible.

We aim to acknowledge receipt of a complaint within 15 working days and a full response will be provided within 30 working days of receipt of the complaint. If for some reason we are unable to respond within that time frame, we will contact the complainant to explain why.

The Chair, Vice Chair or Secretary may discuss the complaint with any relevant parties (i.e. people directly involved in the complaint). However, we undertake to maintain full confidentiality beyond this and will not discuss the complaint with anyone outside of the village hall committee without first agreeing this with the complainant. The matter will not *routinely* be referred to the full committee, as this happens at Stage Two and it is hoped that the majority will be resolved by the Chair /Vice Chair/Secretary at this stage.

ii) Making a complaint: Stage Two

If the complaint remains unresolved at Stage One, then the complainant can request that the matter be taken to Stage Two. At Stage Two, the complaint will be reviewed by the whole committee as soon as possible, usually at the next meeting, and will be responded to by the Chair.

The complainant will receive an acknowledgement of their request to proceed to Stage Two within 15 working days, and a full response to the complaint will be provided as soon as possible thereafter.

If for some reason we are unable to respond in the normal time frame, we will contact the complainant to explain why.

The Chair may also discuss the complaint with any relevant parties (i.e., people directly involved in the complaint). However, we undertake to maintain full confidentiality and will not discuss the complaint with anyone outside the Village Hall committee without first agreeing this with the complainant.

Once the Chair has responded to the complaint the formal internal complaints process is concluded.

Policy approved by the committee at the meeting on _____.

Signed:





Name:

Andy Brame

PAUL JOHNSON

Position:

Chair

VICE CHAIR

Date:

10/9/24

10/9/24.

Date of next review:

July 2025