

Preamble

This policy sets out the way that the Village Hall Committee and its individual Trustees address any complaints that they might receive.

Version and modification history

This is Version 1 of the policy, adopted and ratified in February 2025, and to be reviewed triennially thereafter.

Policy

The Committee defines a complaint as:

“Any spoken or written dissatisfaction about the standard of service received during any engagement with the Village Hall or the Village Hall Committee”.

This may include, but is not limited to :-

- the way we carry out our processes, functions and duties
- how you or others have been treated by our Committee or any of our Officers
- the quality and cleanliness of the facilities
- the safety of users

It is our policy to handle all such complaints fairly and thoroughly, to investigate them and act on any conclusions, and to keep the complainant informed, of both the process and progress being made, in a timely manner.

Procedure: How the Committee or Trustees handle complaints

1. Complaints may come from any person, or organisation, who has a legitimate interest in Clapham Village Hall. They can be received verbally face to face, by telephone, by email or in writing.
2. If a complaint is received verbally or by telephone, the individual receiving the complaint should act sympathetically but insist that it is put in writing, or in an email, and sent or delivered to the Secretary, explaining that we have a defined procedure that we will follow, and which can be viewed on our website.
3. Complaints by email should be sent to claphamcumnewbyvillagehall@gmail.com: those in writing should be placed in a sealed envelope, addressed to the Secretary, and posted through the Village Hall letterbox.
4. On receipt of any written or email complaint, the Secretary will acknowledge receipt and include a copy of this policy so that the complainant can see how it will be handled.

Procedure: How to make a complaint and how we will respond

- A. Please write to, or email, the Village Hall Secretary. You should include your name and address, the nature and date of the complaint, and how you would like to see it resolved.
- B. We will investigate the complaint fully, objectively, and within 21 working days, during which time we may contact the complainant, or others, for further details.
- C. Where an investigation may take longer, an email or letter will be sent to the complainant with a final date given for a conclusion to be reached.
- D. We will treat all complaints as confidential where it is possible to do so.
- E. The review of findings and response will be decided at an extraordinary meeting of the Village Hall Committee.
- F. We will notify the complainant by email or letter of the results of the investigation.
- G. We will inform the complainant of any remedial action, if relevant, that will be implemented in order to ensure that there is no repeat.
- H. Where a complaint is upheld, an apology should be offered.
- I. The response will be signed by a named Trustee on behalf of the Village Hall Committee.
- J. Complaints received anonymously will be recorded and considered, but action may be limited if further information is required to ensure a full and fair investigation.
- K. We will record, store and manage all complaints accurately and in accordance with the Data Protection Act 2018 or subsequent legislation.
- L. We will monitor complaints annually to determine if there are recurrent issues to be addressed.

What you can expect from us

The Committee takes complaints about conduct and standards of service seriously.

The Committee will:

- treat you with courtesy and respect
- listen to you, to make sure we understand your complaint
- explain how we handle complaints
- gather and evaluate all the information we need before we reach a finding
- explain our findings and recommendations (if any are made) and how we have reached them

Appeal

If you are not happy with the way that the Committee has dealt with your complaint, please let us know in writing or by email within 30 calendar days of our response to you. The Committee will then review the response you received to ensure that:

- the decision was fair
- all the issues you complained about were addressed
- any shortfalls in our service were put right
- the outcome was explained clearly to you

A Committee representative will respond to you, by e-mail or letter, within 30 calendar days.