



Our complaints policy

Date Adopted:	1 July 2026
Review Date:	Annually
Approved by:	Paul Coxon (Management Committee Chair)
Responsible Person:	Cheryl Stonehouse (CVH Admin Secretary)

1. Introduction

Crick Village Hall Management Committee values feedback from hirers, users, and members of the community. We are committed to handling complaints fairly, consistently, and promptly.

This policy sets out how complaints about the hall, its facilities, its volunteers, or the conduct of its committee should be raised and resolved.

2. What is a Complaint?

A complaint is any expression of dissatisfaction about the hall, its services, facilities, volunteers, or committee members that requires a response. This includes complaints made verbally or in writing.

This policy does not cover:

- Disputes between hirers and their own group members
- Matters that are the subject of ongoing legal proceedings
- Anonymous complaints (though we will consider the issues raised where possible)

3. Who Can Complain?

Anyone who uses or has attempted to use the hall's facilities or services may make a complaint. This includes hirers, members of the public attending events, and neighbours affected by hall activities.

4. How to Make a Complaint

Step 1 — Informal Resolution

We encourage complainants to raise concerns informally in the first instance. Many issues can be resolved quickly by speaking with the Bookings Secretary or Admin Secretary. Please contact:

- Bookings Secretary Claire Palmer / Admin Secretary Cheryl Stonehouse
- crickvhall@gmail.com
- In writing to the main porch post box at
Crick Village Hall, Bucknills Lane, Crick, NN6 7TS

We will aim to acknowledge and resolve informal complaints within 10 working days.

Step 2 — Formal Written Complaint

If the matter is not resolved informally, or if you prefer to raise it formally, please submit your complaint in writing to the Management Committee Chair:

- Paul Coxon
- crickvhall@gmail.com
- Crick Village Hall, Bucknills Lane, Crick, NN6 7TS

Your written complaint should include:

1. Your name and contact details
2. A clear description of the complaint and when the issue occurred
3. What steps, if any, you have already taken to resolve it
4. What outcome you are seeking

Step 3 — Management Committee Review

If your complaint concerns the Chair, or if you remain dissatisfied after Step 2, you may request that the full Management Committee consider your complaint at their next scheduled meeting.

You will be notified of the outcome in writing within 14 days of that meeting.

5. Timescales

Stage	Target Response Time
Acknowledgement of written complaint	Within 5 working days
Full response (Steps 1–2)	Within 10 working days
Committee review outcome (Step 3)	Within 14 days of committee meeting

6. How We Will Handle Your Complaint

- We will treat all complaints confidentially and with respect
- We will investigate complaints fairly and without prejudice
- We will keep you informed of progress if a response is likely to take longer than expected
- We will keep a written record of all formal complaints and their outcomes
- Where a complaint is upheld, we will take appropriate steps to remedy the situation and prevent recurrence

7. Unreasonable or Persistent Complaints

We are committed to responding to all legitimate complaints. However, the committee reserves the right to take a different approach where a complainant is abusive, makes vexatious or repetitive complaints about the same matter already considered and resolved, or whose behaviour is unreasonable. In such cases, the Chair will write to the complainant to explain this decision.

8. Confidentiality and Record Keeping

All complaints will be handled with discretion. Personal information will only be shared with those involved in investigating and resolving the complaint. Records of formal complaints will be retained securely for three years.

9. Policy Review

This policy will be reviewed annually by the Management Committee, or sooner if there is a significant change in circumstances or relevant legislation.

Crick Village Hall Management Committee

1 July 2026