



Complaints Handling Policy

Purpose

The purpose of this policy is to provide a clear and fair process for handling complaints related to Woodham Walter Village Hall, a Charitable Incorporated Organisation (CIO). This ensures that all complaints are addressed promptly and effectively.

Scope

This policy applies to all trustees, staff, contractors, volunteers, and users of the village hall.

Definition

A complaint is defined as an expression of dissatisfaction with the services, actions, or lack of action by the CIO, its trustees, staff, or volunteers.

Policy Statement

1. **Accessibility:** This policy will be made available to all stakeholders and prominently displayed within the village hall and on our website.
2. **Confidentiality:** All complaints will be treated with the utmost confidentiality, and personal information will only be shared with those directly involved in resolving the complaint.
3. **Fairness:** Complaints will be handled impartially, ensuring a fair process for all parties involved.
4. **Responsiveness:** Complaints will be acknowledged and resolved in a timely manner.

Procedures

1. **Submission of Complaints:** Complaints can be submitted in writing via email. Complainants should provide their name, contact details, and a description of the issue.
2. **Acknowledgment:** All complaints will be acknowledged within 10 working days of receipt.

3. **Investigation:** An investigator will be assigned to investigate the complaint. The investigator will gather relevant information and may contact the complainant for further details. Ordinarily, the investigator will be the Chair. If the complaint is about or involves the Chair then the investigator will be the Secretary.
4. **Resolution:** The investigator will propose a resolution and communicate this to the complainant within 28 days. If more time is needed, the complainant will be informed of the delay and the reason for it.
5. **Appeals:** If the complainant is not satisfied with the outcome, they may appeal to the Board of Trustees. The appeal must be lodged within 14 days of receiving the outcome.
6. **Record Keeping:** All complaints and their outcomes will be documented and kept on file for future reference.
7. The complainant can complain to the Charity Commission at any stage or if they are not satisfied with the outcome. Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx
8. All written complaints should be submitted to complaints@woodhamwaltervillagehall.co.uk

Review and Approval

This policy was approved by the Board of Trustees on 17th December 2024 and will be reviewed annually.