



# **Weybourne Village Hall Management Committee**

## **Complaints Policy**

**June 2025**

**Next Full Review – June 2027**

## **Introduction**

Weybourne Village Hall Management Committee [W.V.H.M.C] is committed to providing our users with the best service possible in line with our objectives. We take complaints very seriously and see them as an opportunity to help us see where our services or procedures might be improved.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone on the Weybourne Village Hall Management Committee knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible resolved
- To gather information helping us to improve what we do
- **Definition of a Complaint**

W.V.H.M.C defines a complaint as “an expression of discontent by a person or persons receiving a service from the charity that cannot be immediately resolved at point of delivery, and about which the complainant desires a follow-up action is taken and a response provided”. Complaints may come from any person or organisation who has a legitimate interest in Weybourne Village Hall.

- **Confidentiality**

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

- **Responsibility**

Overall responsibility for this policy and its implementation lies with the Weybourne Village Hall Management Committee.

- **Review**

This policy will be reviewed every two years but in the event of a complaint the policy review may be brought forward.

## **How to make a complaint**

### ***Step 1: Contacting us***

Our aim is to resolve issues quickly so that they do not escalate into a complaint. The first step, therefore, should you encounter a problem, is to approach the Weybourne Village Hall Management Committee representative responsible for the issue. Hopefully, they are in a position to resolve the problem swiftly and will do so if possible and appropriate.

Regardless of the outcome of this initial contact, the information will be passed on to the Chair and registered in the complaints log.

### ***Step 2:***

Should you feel that your issue has not been resolved and wish, at this stage, to register your complaint in writing, you can send an email to the Complaints Officer via

[secretary@weybournevillagehall.org.uk](mailto:secretary@weybournevillagehall.org.uk) Your complaint will be acknowledged as soon as possible and the Complaints Officer will arrange with you the best way and time for responding to you. This will normally be within five working days although it could take longer. If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond.

Ideally complainants will receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not

been fully completed, a progress report will be sent with an indication of when a full reply will be given. The reply will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

### **Step 3:**

If you are not satisfied with the outcome of Step 2 you have the option to take your complaint further by contacting the Chair at [secretary@weybournevillagehall.org.uk](mailto:secretary@weybournevillagehall.org.uk)

### **Charity Commission**

If there is any issue relating to Charity Law there is the option to contact the Charity Commission. 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](http://www.charitycommission.gov.uk/publications/cc47.aspx).

### **Variation of the Complaints Procedure**

We may vary the procedure for good reason, for example, to avoid a conflict of interest.

### **Monitoring and Learning from Complaints**

All complaints are reviewed on a regular basis by the W.V.H.M.C to identify any trends which may indicate a need to take further action.