

West Hill Village Hall

Registered Charity No. 1160370

Complaints Policy

Adopted: July 2026

Next review: July 2028

All our customers are important to us, which is why we believe you have the right to a quick, friendly, and efficient service at all times.

We're committed to ensuring that all complaints received are handled fairly, consistently and efficiently. We aim to identify and remedy any recurring or systematic problems, as well as any specific problems identified by a complainant.

Our policy is:

- To provide a fair complaints procedure that is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our complaint's procedure on our website and WHVH notice board, so that people know how to contact us to make a complaint.
- To make sure everyone on WHVH 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 and that good relationships are maintained.
- To gather information, where appropriate, which helps us to improve what we do.

Overall responsibility for this policy and its implementation lies with the WHVH Management Committee.

This policy is reviewed annually.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of WHVH. Complaints may come from any hirer, contractor or member of the local community and may be received by phone or verbally in person (initially), by email or in writing.

Confidentiality

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

Complaints Process

Where possible, we strive to resolve any day-to-day issues informally and without delay. In the first instance, such matters should be raised with the Finance and Administration Officer, or the Hall Manager in the case of contractors. However, if this does not resolve the situation to the complainant's satisfaction a formal complaint can be made through WHVH's two stage complaints procedure.

If the initial complaint is about the Finance and Administration Officer/Hall Manager it should be raised with the Chair, in which case references to the Finance and Administration Officer in the complaint's procedure shall be taken to be references to the chair.

Contact can be made by telephone (initially), email or letter, details of which are shown below:

Finance and Administration Officer

Telephone: 01404 623091 Email: Westhillvillagehall@gmail.com

Upon receipt of a personal verbal or telephone complaint, (if not immediately resolved to the complainant's satisfaction as a day-to-day issue as described above) the Finance and Administration Officer/Hall Manager shall in the first instance:

- Write down the basic facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to WHVH (for example: client, contractor, etc)
- Tell the complainant that we have a complaints procedure
- Ask the complainant to send a written account by email or post so that the complaint is recorded in the complainant's own words.
- Tell the complainant what will happen next and give an estimated time to investigate and respond

Resolving Complaints

Stage One

On receiving the complaint, the Finance and Administration Officer shall record it in the complaints log and acknowledge receipt in writing of the complaint within one week, together with a copy of the Complaints Policy, and let the person complaining know when they can expect a reply. The Hall Manager will refer any complaint from a Contractor to the Finance and Administration Officer and the same procedure will apply.

If the complaint relates to a specific person on the WHVH Management Committee, they should be informed and given a fair opportunity to respond.

Ideally complainants should receive a definitive written reply within four weeks. If this is not possible, because for example an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, the complaint should be referred to the Chair.

Telephone: 01404813830 Email: colinveale@btinternet.com

The Chair will then ensure the complaint is reviewed at WHVH Management Committee level.

The request for the Chair to instigate a WHVH Management Committee review should be acknowledged in writing within a week of receiving it. The acknowledgement should confirm who is dealing with the case and when the complainant can expect a reply.

The Chair may investigate the facts of the case themselves or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person on the WHVH Management Committee, they should be informed and given a fair opportunity to respond.

The person or persons who dealt with the complaint at Stage One, should be kept informed of what is happening.

Ideally complainants should receive a definitive written reply within four weeks of the instigation of Stage Two. If this is not possible because for example, an investigation has not been fully completed, a written progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint.

The decision taken at this stage is final.

Charity Commission

The complainant can complain to the Charity Commission at any stage.

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

Variation of the Complaints Procedure

No policy can cover every situation or eventuality that might arise, and as such the WHVH Management Committee reserve the right to vary the procedure where this is deemed necessary.

For example, this may be necessary to avoid a conflict of interest, such as a complaint about the Chair which should not have the Chair as the person leading a Stage Two review.

Monitoring and Learning from Complaints

The Complaints Log is reviewed annually to identify any trends which may indicate a need to take further action.