



Complaints Policy and Procedure

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Introduction

Little Thetford Village Hall is committed to providing our beneficiaries and our customers with the best service possible. However, we know that there may be times when we do not meet our own high standards. When this does happen we want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again. We take complaints very seriously and see them as an opportunity to help us see where our services or procedures might be improved. They also give us the chance to put things right for the person or organisation that has made the complaint.

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 ensure everyone at Little Thetford Village Hall 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 relationships are repaired.
- To gather information helping us to improve what we do.

Definition of a Complaint

Little Thetford Village Hall 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 through use of the hall and its services.

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 Board of Trustees of Little Thetford Village Hall

How to Complain

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 Little Thetford Village Hall Bookings Officer. Hopefully, they are in a position to resolve the problem swiftly and will do so if possible and appropriately. Regardless of the outcome of this initial contact, the information will be passed on to the Trustees and registered in the complaints log.

Step 2: Taking your complaint further

We hope that you feel that your complaint has been properly dealt with in step 1; however, if you are still unhappy, it is important that you let us know so that we can take it further. If you feel that your complaint has not been adequately dealt with, you can request it is passed to the Chairperson of the Board of Trustees of Little Thetford Village Hall who will arrange for it to be fully investigated and will respond directly back to you with the outcome of the investigation. This will normally be within five working days although it could take longer.

It must be noted that matters regarding individuals and any specific action taken as a result of a complaint against an individual will not be discussed either formally or informally with any person raising the complaint owing to possible breach of confidentiality.

Step 3: Complaint to the Charity Commission

There is an option to 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

The Trustees 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 Trustees to identify any trends which may indicate a need to take further action.

The policy will be reviewed on an annual basis.

Reviewed & Adopted October 14th 2021