

Glanvilles Wootton with Holnest and Middlemarsh Village Hall (GWHMVH) Complaints Policy

Our aim

GWHMVH Trustees are committed to maintaining a strong partnership with the local community and all the users of the village hall. If any user or member of the local community is unhappy about the standard of service provided, the quality of the facilities within the hall, the safety of users, the handling of a particular situation or issue or any other matter, the Trustees would wish to work to resolve the matter as quickly and effectively as possible. We intend to take every complaint seriously and treat everyone who complains with respect and courtesy.

Dealing with informal complaints

Informal complaints can be raised with any of the GWHMVH appointed Officers: Chairperson, Deputy Chairperson, Treasurer, Secretary or Booking Clerk. The relevant contact details can be found on www.glanvilleswootton.org and on the notice board in the foyer of the village hall.

Many complaints can be resolved satisfactorily by informal discussion over the telephone, by an exchange of emails or through a face-to-face meeting with the people involved.

Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint in writing.

Dealing with formal complaints

1. Formal complaints should be made in writing by letter or email to the Secretary of the GWHMVH (unless the complaint directly concerns the Secretary, in which case the formal complaint should be sent to the Chairperson). However, if the complaint relates to a safeguarding issue, then contact should be made with the Safeguarding lead.
2. Formal complaints will normally be handled by the Chairperson. However, if the complaint directly concerns the Chairperson, the other Officers will confer and come to an agreement on how the complaint should be handled. If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.
3. The action should be agreed at a meeting (with notes) with two standing committee members or two other trustees or a complaints sub-committee.
4. Complaints should be acknowledged by the person handling the complaint within seven days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaint's procedure should be attached.
5. Ideally complainants should 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 should be sent with an indication of when a full reply will be given.
6. A written response to all formal complaints will be given by the person handling the complaint. 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 as a result of the complaint.

External stage

If the complainant is not satisfied with the written response, he/she can complain to 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

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action, and this policy itself will also be reviewed annually.

This policy will be reviewed in April 2026 at the AGM of the Village Hall