

# THORNFORD VILLAGE HALL MANAGEMENT TRUSTEES

REGISTERED CHARITY No: 279758



## Complaints Policy

### Commitment

Thornford Village Hall Management Trustees are committed to maintaining a strong relationship with the local community and all users of the hall. They aim to resolve any dissatisfaction regarding the facilities, safety, or service in a fair, prompt, and respectful manner. This policy is intended to provide a clear and easy-to-use procedure for all.

### Scope

This policy covers complaints from hirers, contractors, and members of the local community regarding any aspect of Thornford Village Hall's operations.

### Principles

- a. **Confidentiality:** All complaints will be handled sensitively, shared only with those who need to know for investigation, and managed according to data protection requirements.
- b. **Fairness:** All parties involved, including the complainant and the person complained about, will be given a fair opportunity to present their perspective.
- c. **Continuous Improvement:** Complaints are viewed as an opportunity to learn and improve future services.

### Complaints Procedure

The procedure has two stages, starting with informal resolution:

1. Stage One: Informal Complaints
  - Most complaints can be resolved quickly through discussion.
  - **Action:** Complainants should raise the issue with a relevant point of contact, such as the Bookings Secretary or the Chairperson.
  - **Goal:** To resolve the matter amicably as quickly as possible.
2. Stage Two: Formal Complaints
  - If the complaint is not resolved informally, the complainant may raise a formal complaint.
  - **Action:** The formal complaint should be made in writing (letter or email) to the Secretary or Chairperson (unless the complaint concerns that person, in which case it should go to another Trustee).
  - **Information to Include:** The complaint should clearly outline:
    - Why the complainant is not satisfied.
    - Relevant dates and times the problem occurred.
    - What outcome or resolution the complainant would like to see.
    - What action, if any, has already been taken to resolve the problem.

## Timeline and Response

The Thornford Village Hall Management Trustees commit to the following timelines for formal complaints:

- **Acknowledgement:** The person handling the complaint will acknowledge receipt in writing within 7 working days, providing a name and contact details for the person managing the complaint.
- **Investigation:** An investigation will be carried out, potentially involving interviews with relevant parties.
- **Full Response:** A full written response will be provided within 21 days of receiving the formal complaint.
- **Delays:** If a full response is not possible within the timeframe (e.g., due to complexity), a progress report will be sent explaining the reason and indicating when a final reply can be expected.

## Escalation

If the complainant is not satisfied with the formal response from the initial handler, they can request that the matter be reviewed by a different body, such as a sub-group of the entire Trustee Board, whose decision will be final.

## Monitoring and Review

All complaints are to be recorded and reviewed annually by the Management Trustees to identify any trends and necessary improvements to the hall's operations or this policy.

Reviewed – Jan 2026