

Umberleigh Village Hall

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COMPLAINTS POLICY AND PROCEDURE

Umberleigh Village Hall Management Committee (Trustees) is committed to providing a service in line with the requirements of the Village Hall Constitution. We are open to feedback about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can improve in order to better meet our aims.

Whilst we make every effort to meet peoples' expectations, circumstances may arise where an individual has a concern and wishes to bring it to our attention. We will take all reasonable steps to resolve the situation, in everyone's best interests.

If any user of Umberleigh Village Hall or member of the local community is unhappy about the standard of service provided, the quality of facilities in the Hall, the safety of users, the handling of a particular situation, or any other matter, then the Trustees would wish to work to rectify these concerns if at all possible.

This procedure sets out how you may complain to the Trustee Committee and how we shall try to resolve your complaint. We will treat your complaint confidentially, seriously and quickly. We believe that that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved. You can talk to any member of the Trustee Committee. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

For very serious concerns, such as individual's safety being placed at immediate risk, we will take such action as is appropriate. For example, by calling the emergency services.

INFORMAL COMPLAINTS

Anyone who has a concern should initially raise this with a member of the Umberleigh Village Hall Trustees at the time, as this enables us to respond and deal with an issue quickly.

We will seek a resolution and meet any reasonable expectations the individual may have to address the matter to everyone's satisfaction. If there is no resolution a note will be made of:

- The complainant's name and contact details.
- The nature of the concern and anything that they wished to be done about it.

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- The circumstances surrounding the complaint, including when, where, any action that was taken and the details of others who were present/involved.

The complainant will then be advised to make a formal complaint.

FORMAL COMPLAINTS

Where an individual wishes to make a formal complaint, they should contact the Umberleigh Village Hall Secretary (contact details are provided on the Village Hall website). The complainant will be encouraged to put their complaint in writing (email or post), marked private and confidential. A copy of this policy will be provided by post or email to the complainant.

If the complaint regards the Secretary, then the complainant should contact the Treasurer whose details are also on the Umberleigh Village Hall website.

To help resolve the complaint quickly and effectively, the individual making the complaint should do so within 30 days of the incident and should include in it:

- Name, organisation (if relevant), address, telephone number and email.
If the complainant does not wish to be contacted in a particular way this will be respected.
- As much information as possible, such as what happened, where, when (date/time), who was present and any action taken, and by whom.
- What was felt to be unsatisfactory.
- What the complainant feels should be done to address the concern.

Receipt will be acknowledged, if possible, within 7 working days and the complainant advised of the person, usually a Trustee who will be dealing with their complaint.

The complaint will then be investigated. If necessary, specialist advice will be sought. Where clarification or further information is felt to be necessary, the member of the management committee dealing with the complaint will contact the person complaining to request this.

A response will be sent within 14 working days. If this is not possible, a holding reply will be sent before the 14 days advising when the investigation will be completed. The complaint response will explain our findings and what action we will be taking/have taken, subject to the constraints of the Data Protection Act, which will almost certainly not allow us to disclose sensitive personal information.

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APPEAL

If the complainant is not satisfied with the response, they may appeal the decision, by writing to the Chair of Umberleigh Village Hall (or the Treasurer if the complaint relates to the Chair), the contact details of whom will be included in the response. Appeals must be submitted within 28 days of our response to the complaint.

The appeal should be specific about why the individual feels the decision made was wrong and provide the facts and information necessary to demonstrate this.

A decision will be notified within 28 days and will be final.

WIDER ACTION

Irrespective of the outcome of any complaint, we will consider if there is a requirement in respect of wider action and/or statutory reporting to the Charity Commission, H&SW Executive, any other appropriate regulator or the Police.

Consideration will also be given to whether any changes should be made to policies, procedures and training to determine if anything might reasonably be done to prevent a similar issue arising in the future.

ANONYMOUS COMPLAINTS

Anonymous complaints will be recorded and any facts available looked into. However, in doing so we will be mindful that anonymous complaints can sometimes be malicious. Everyone involved in our work, even incidentally, has a right to complain and we will hold anyone accountable but, equally, individuals have a right to be protected from unsubstantiated and, potentially, malicious allegations.

Consequently, anyone wishing to complain is strongly encouraged to provide the information requested above and their contact details. This will also allow us to advise them of the outcome.

POTENTIAL COMPENSATION CLAIMS

If a complaint may potentially result in a claim for compensation, such as damage or loss to property, or personal injury, our insurers are to be notified.

CONFIDENTIALITY

The complaint will be treated as confidential and any communication on this issue, including responding to the complainant, will be subject to compliance with the Data Protection Act.

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AVAILABILITY

This policy will be made publicly available on the Hall website and given to anyone who advises that they wish to submit a complaint.

Approved: 21 January 2026	By: Trustees Committee Meeting
Review date: January 2027	By: