GRUNDISBURGH VILLAGE HALL

Registered Charity No: 1190693

Policy Name:	**COMPLAINTS POLICY**
Document Location:	**Grundisburgh Village Hall Website**
Adopted/reviewed at Meeting Dated:	**02/11/26**
Next Planned Review:	**April 2027 or as needed**

Revision History

Version No.	Date	Prepared by / Modified by	Significant Changes
0.1	09/02/2021	Phil Bailey	First Draft
0.2	22/03/2021	Phil Bailey	Second Draft
0.3	08/02/2022	K Tatham	Final
0.4	03/11/2026	J Brook	Revised complaints officer

Glossary

Abbreviation	Description
VHMC	Grundisburgh Village Hall Management Committee

STATEMENT

Grundisburgh Village Hall Management Committee (VHMC) is committed to providing our beneficiaries and our customers with the best service possible in line with the objects stated in the 1962 Conveyance.

However, the VHMC know that there may be times when we may not meet our own high standards. When this does happen the VHMC want to hear about it, deal with the situation as quickly as possible and put measures in place to stop it happening again. The VHMC 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.

The VHMC's policy is to:

- provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- publicise the existence of our complaints procedure so that people know how to contact us to make a complaint;
- ensure the VHMC trustees know what to do if a complaint is received;

- ensure all complaints are investigated fairly by the Complaints Officer and in a timely way;
- ensure that complaints are, wherever possible, resolved in a timely fashion and that relationships are repaired; and
- gather information helping us to improve what we do.

PROCESS

Definition of a Complaint

The VHMC 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 in the VHMC through use of the Hall.

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 trustees of the VHMC.

Review

This policy is reviewed as specified on the front page and updated as required.

APPENDIX 1

How to Complain

Step 1: Contacting us – The VHMC's 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 Complaints Officer

VHMC Complaints Officer: Karen Tatham (secretary@gnvh.co.uk)

Hopefully, they are in a position to resolve the problem swiftly and will do so if possible and appropriate. Regardless of the outcome of this initial contact, the information will be registered in the complaints log.

Step 2: Written complaint - Should you feel that your issue has not been resolved and wish to register your complaint in writing, you can send an email to the Complaints Officer. Your complaint will be acknowledged as soon as possible and the Complaints Officer will arrange with you the best way and time for responding to you. If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond. Ideally complainants will 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 will be sent with an indication of when a full reply will be given. The reply will describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Step 3: Taking your complaint further - We hope that you feel that your complaint has been properly dealt with in step 1 or 2; 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 Chairman of the VHMC (see website for details) 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 2 weeks 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 4: 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 VHMC may vary the procedure for good reason, for example, to avoid a conflict of interest.

Monitoring and Learning from Complaints - Complaints are reviewed on a regular basis by the VHMC to identify any trends which may indicate a need to take further action