



Slapton Village Hall

Registered Charity: 300968

Complaints Policy

Slapton Village Hall Trustees are committed to maintaining a strong partnership with the local community and all 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 and the safety of users, 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.

Procedure For Handling Complaints

Stage One – Dealing with informal complaints

Informal complaints can be raised with any of the Slapton Village Hall (SVH) appointed Trustee Officers – Chair, Treasurer, Secretary or Bookings Secretary. The relevant contact details can be found on www.slaptonvillagehall.co.uk and on the notice board inside 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. A complaint will be acknowledged at the next Village Hall Committee meeting and Trustees will decide if it has been resolved satisfactorily or should be escalated. Complainants who remain dissatisfied at this stage will be asked to make a formal complaint in writing or may use the Complaints Form.

Stage Two – Dealing with formal complaints

Formal complaints should be made in writing by letter or email to the Secretary of the Slapton Village Hall (unless the complaint directly concerns the Secretary, in which case the formal complaint should be sent to the Chair. Alternatively, the complainant may request a copy of the Complaint Form to complete and return either by email or post to the Secretary or to the Chair. Formal complaints will normally be handled by the Chair. However, if the complaint directly concerns the Chair, 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. Complaints should be acknowledged by the person handling the complaint within seven days. A copy of this Complaints Policy should be attached.

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. 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 because of the complaint.

Complain 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.