



The Watmough Memorial Hall

Charity number: 521979

Also known as: **Saxilby Village Hall** (Working Name)

Complaints Policy

Document Review History

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None

1. Purpose

The Management Committee are committed to providing a high-quality service in compliance with the requirements of our governing document. We welcome feedback both positive and negative, as this provides us with valuable information about our effectiveness and how we can improve in order to better our aims.

We will treat complaints as an opportunity to review and improve our policies, procedures and general standard of service.

2. What Is a Complaint?

A complaint is any expression of dissatisfaction about the Village Hall facilities - to include but not limited to, services, safety, administration, bookings, events, or the conduct of those acting on behalf of the hall.

3. How to Make a Complaint

Complaints may be raised with any committee member:

- Verbally
- By telephone
- By email
- In writing to the Secretary, or Bookings Officer (contact details can be found on the Saxilby Village Hall website)

4. Complaints Procedure

Everyday problems, queries, and comments

Queries, problems, and comments can be received as part of day-to-day running, and they should not all be regarded as complaints. These are routine and expected and are generally resolved quickly to the customer's satisfaction.

If someone is dissatisfied with the original service or response they received and wishes to pursue the matter, then the issue should be recognised as a complaint.

Stage 1 – Informal Complaint

- Raise the issue with a committee member.
- The committee member will seek to resolve the matter informally where possible.

Stage 2 – Formal Complaint

- If unresolved, submit a written complaint to the Secretary, or to the Bookings Officer if the complaint is about the Secretary.

- The complaint will be acknowledged (typically within 5–10 working days).
- The Secretary or Bookings Officer will investigate and provide a written response within two weeks of the acknowledgement being issued.

If complex issues are involved, we will inform the complainant/s within two weeks when they may expect a full response.

Stage 3 – Management Committee Review

- If the complainant remains dissatisfied with the response, the matter may be referred to the Management Committee for review
- The complaint will be acknowledged as going to Review (typically within 5-10 working days).
- A final written decision will be issued within two weeks of the complaint going to Review.

If complex issues are involved, we will inform the complainant/s within two weeks when they may expect a full response.

5. Confidentiality

Complaint information should be handled sensitively and shared only with those involved in investigating and resolving the complaint.

6. Exclusions

The Management Committee will decline to investigate:

- Anonymous complaints.
- Abusive or vexatious complaints.
- Matters outside the hall's control (for example, events run entirely by external hirers).
- Complaints about alleged criminal activity – these should be referred to the police.

7. Equal Opportunities

The Management Committee is committed to equal opportunities. Complaints feedback will be used to highlight discriminatory practices and to promote equality of opportunity.

Complaints of discrimination and/or harassment will be dealt with through the complaints procedure unless it is a complaint that should be dealt with through a statutory procedure.

8. Record Keeping

The Management Committee should maintain a record of complaints and review them periodically to identify improvements.

9. Annual Review

This Complaints Policy shall be reviewed every two years by the Management Committee and updated as necessary.