

Shillington Village Hall Management Committee

Registered Charity no: 300066

Complaints Policy and Procedure

Introduction

The Village Hall Foundation was originally established as the Hanscombe Memorial Hall in January 1921. In December 1969, an Administration and Title for the Foundation and its endowment was established as a charity under the title of Shillington Village Hall (the Charity).

The object of the Foundation is the provision and maintenance of a village hall for the use of the inhabitants of Shillington and the neighbourhood without distinction of political, religious or other opinions, including use for meetings, lectures and classes and for other forms of recreation and leisure-time occupation with the object of improving the conditions of life for the said inhabitants.

The Committee of Management (the Committee) are responsible for; the application of income, investment of any surplus cash, making and altering rules (within the limits prescribed in the Scheme), conducting meetings and holding an Annual General Meeting, vesting of property and acceptance of donations.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Charity.

Where Complaints Come From

Complaints may come from any individual, volunteer or organisation who has a legitimate interest in the Charity, including the general public if something is perceived to be improper. A complaint can be received verbally, by phone, by email or in writing.

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 management committee of the Charity.

Review

This policy is reviewed regularly and updated as required.

Complaints Procedure

Receiving Complaints

Complaints may arrive through channels publicised for that purpose or through any other contact details or opportunities the complainant may have, such as social media. Complaints received by telephone or in person need to be recorded. The person who receives a phone or in person complaint should:

- Write down the facts of the complaint
- Take the complainant's name, address and telephone number
- Note down the relationship of the complainant to the Charity, e.g. donor, volunteer, sponsor
- Tell the complainant that we have a complaints procedure
- Tell the complainant what will happen next and how long it will take
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

What We Will Do on Receiving Your Complaint

- We'll listen, record your complaint and advise you how it will be handled.
- We'll investigate whenever necessary. If the complaint involves a member of staff or volunteer, we will not divulge the name of the complainant during an investigation unless we are specifically given permission to do so.
- We'll take action to resolve the problem and tell you what that action is.
- We'll take steps to avoid a repeat occurrence.

At all times we will treat you with understanding and respect. All we ask is that you do the same for us. Confidential information in relation to your complaint will be handled sensitively.

We are not able to respond to anonymous complaints. We do not deal with matters for which the Charity is not directly responsible unless it involves a safeguarding issue.

Complaint Response Times

We would appreciate your understanding that, with limited resources, we cannot always respond to your complaint immediately, although we will whenever we can.

You will receive an initial acknowledgement and/or response within ten working days of receipt of your complaint and we expect to resolve most problems in that time.

Where a more in-depth investigation is required we aim to provide a full response within 20 working days. If there are exceptional circumstances, where that is not possible, we will advise you

Resolving Complaints

We view legitimate complaints positively as they are one of the ways we have to make sure we keep improving our customer service standards and the quality of everything that we do.

If there is anything to do with the Charity about which you feel you need to complain, please tell us as soon as possible. If we do not know about a problem, we cannot begin to resolve it for you and take action to ensure it doesn't happen again.

All formal complaints are directed to the Committee to ensure they receive a high priority.

How to contact us:

Written complaints may be sent to the Booking Secretary at shillingtonvillagehall@yahoo.com. Verbal complaints may be made by phone to 07376-682935 or in person to any of the committee members or at the AGM.

What constitutes a legitimate complaint?

We regard a legitimate complaint as any expression of dissatisfaction with any aspect of the Charity, or any activity which is under the control of the Charity, or its volunteers.

What if our response does not satisfy you?

If your complaint relates to fundraising, and we are unable to resolve it to your satisfaction, you can refer it to the **Fundraising Regulator**, the independent regulator of charitable fundraising of which Shillington Village Hall Management Committee is a member. They can be contacted via their website www.fundraisingregulator.org.uk or at 2nd floor, CAN Mezzanine Building, 49-51 East Road, London, N1 6AH Tel: 0300 999 3407

Ultimately, you have recourse to the online complaint form at the Charity Commission www.Charitycommission.gov.uk