



Complaints Policy and Procedure

Version	2.0
Agreed by	Brockenhurst Village Trust Board
Date ratified	March 2025
Next review due	March 2026
Related documents	Volunteering Role Descriptions; Code of Conduct for Trustees

Policy Document Review Table

Date of Review	Reviewed By	Key Changes Made
20/03/2025	Trustee Board	Review table added to record significant changes.

1. Purpose of this policy and procedure

- To ensure that complaints and comments from users of our facilities, or from the public, are investigated and dealt with in a timely manner.
- To provide information to trustees, staff, volunteers, hall users and visitors about their responsibilities in relation to problems that may arise or feedback received.

2. Application

- This policy and procedure apply to all Trustees, staff users and volunteers.

The aim of the Policy is to:

- Provide a fair procedure which is clear and easy to use for anyone wishing to make a complaint
- Ensure that complaints are handled in a fair and consistent manner
- Provide a process for the resolution of complaints
- Assist with the gathering of information to help us improve what we do.

3. Definitions used in this policy

- A complaint is an expression of dissatisfaction by any one or more user of our facilities or by members of the public about the standard of service they have received.
- Complaints may come from any person or organisation that has a legitimate interest in the BVT through use of its facilities or services delivered from our sites (Community Hub, MUGA and “green space” on Highwood Rd and “Brock Shop” on Brookley Rd, Brockenhurst).
- Complaints may be designated as unacceptable, unreasonably persistent or vexatious when complainants hinder the consideration of their own or other people’s complaints because of the frequency or nature of their contact with the BVT.

4. Policy statement

- The BVT has overall responsibility for the effective operation of this policy and to ensure it is publicised appropriately.
- The BVT shall review this policy annually and ensure it is updated as required.
- The BVT shall ensure that details of complaints received are included in the Operation Managers report to Trustees at each Board meeting.
- The BVT is responsible for ensuring that any breaches of this policy are investigated.

5. Principles

- All staff, users and volunteers have a duty as part of their involvement with the BVT to do everything they can to ensure that the policy works in practice.
- All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.
- All complaints will be dealt with in a timely manner as detailed in the procedure below.

6. Responsibilities

- The Operations Manager is responsible for providing Trustees with details of complaints received and for ensuring complaints are recorded in the Complaints log.
- The Operations Manager is responsible for undertaking step 1 of the procedure.
- The BVT Secretary is responsible for undertaking step 2.

7. Procedure

7.1 Step 1 – Initial contact

- In all cases the matter should initially be referred to the Operations Manager, or if they are not available then to a member of staff on duty. Contact details are included in section 8 below.
- The complaint will be registered in the complaints /concerns log.
- An acknowledgement will be sent as soon as possible and at any event within three working days.
- The Operations Manager shall seek to resolve the issue informally with the complainant and will contact the complainant within five working days.
- The Operations Manager will provide the complainant with a written/email confirmation of the outcome within five working days of the conclusion of this step.
- The Operations Manager will provide Trustees with details of the complaint at the next Board meeting.

7.2 Step 2 – Formal Complaint

- If a complainant is not satisfied with the outcome at the end of the informal process, they may make a written/email request that it is passed on to the BVT Secretary.
- Receipt of the written request will be made as soon as possible and at any event within three working days.
- The complaints/concerns log will be updated with this information.
- The BVT Secretary shall arrange a further investigation, which may involve meeting with the complainant.
- The BVT Secretary will respond directly to the complainant within five working days of the investigation being completed, notifying them of the outcome.

7.3 Step 3 - Complaint to the Charity Commission

You may refer your complaint to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in and how to proceed can be found on their website at : www.charitycommission.gov.uk .

7.4 Vexatious complaints

We are committed to dealing with all complaints equitably, consistently, comprehensibly and in a timely manner. However, the BVT also needs to ensure that other stakeholders, staff and volunteers do not suffer any detriment from a person making unacceptable or unreasonably persistent or vexatious complaints or behaving in a threatening or demanding way. Such complaints will be dealt with by the BVT Secretary in consultation with the Chair and Board as appropriate.

8. Useful information

- 8.1. Village Hall Website: www.brockenhurstvillagehall.org.uk
- 8.2. Village Hall telephone number: 01590 622580