

## Complaints Procedure

### 1. Purpose

Hedge End Village Hall is committed to providing a welcoming and safe environment for all users. This procedure ensures that any complaints about the hall, its management, or activities can be raised, addressed fairly, and resolved promptly.

### 2. Scope

This procedure applies to:

- Hall users and hirers
- Trustees and volunteers
- Members of the public in contact with the hall

It covers complaints about:

- Health and safety concerns
- Booking or facility issues
- Behaviour of staff, trustees, or volunteers
- General management of the hall

### 3. How to make a complaint

Complaints should be made in writing, by email or letter, to the **Chair of Trustees**:

#### **Chair of Trustees**

Name: David Fairclough

Email: [dafair2002@yahoo.co.uk](mailto:dafair2002@yahoo.co.uk)

Address: Hedge End Village Hall, Allotment Road, Hedge End, SO30 4AF

Include:

- Your name and contact details
- Date and description of the issue
- Any supporting information

## 4. How complaints will be handled

1. **Acknowledgement:** We will acknowledge receipt of your complaint within 5 working days.
2. **Investigation:** The Trustees will review the complaint and gather any relevant information.
3. **Response:** We aim to provide a response within 15 working days, outlining any action taken or proposed.
4. **Resolution:** If you are not satisfied with the outcome, you may request that the Trustees review the decision.

All complaints are treated **confidentially** and handled **impartially**.

## 5. Record keeping

- A written record of complaints, actions taken, and outcomes will be kept by the Trustees.
- Records are retained for a minimum of 3 years.

## 6. Review

This procedure will be reviewed at least every three years, or sooner if required by changes in law, guidance, or hall operations.