

SKIDBY VILLAGE HALL AND INSTITUTE COMPLAINTS POLICY AND PROCEDURE

Purpose

Skidby Village Hall and Institute aims to provide a safe, accessible, and welcoming space for the benefit of the local community. We value feedback from all users and take complaints seriously as part of our commitment to transparency, accountability, and continual improvement.

This policy explains how to make a complaint, how it will be handled, and what steps can be taken if you remain dissatisfied.

Scope

This policy applies to:

- Hall users, hirers, volunteers, contractors, and members of the public
- All services and activities operated by or on behalf of Skidby Village Hall and Institute

This policy does **not** cover:

- Complaints about third parties who hire or use the hall independently (these should be directed to the hirer)
- Disputes between private individuals
- Issues that fall outside the village hall's control (e.g., parish council or local authority matters)

What Is a Complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the village hall's activities, including:

- The quality or condition of the hall or facilities
- The conduct or decisions of trustees, volunteers, or staff
- The way in which a request or concern has been handled

Principles

Skidby Village Hall and Institute will ensure that:

- All complaints are treated seriously, respectfully, and in confidence
- Complaints are dealt with promptly, fairly, and consistently
- Lessons are learned and actions taken to prevent recurrence
- No person is disadvantaged as a result of making a complaint

Procedure

Stage 1 – Informal Resolution

Most issues can be resolved quickly and informally.

Complainants are encouraged to raise the matter directly with the relevant volunteer, hall representative, or Booking Secretary.

- The aim is to resolve the issue within **10 working days**.
- If this is not possible, or if the complainant prefers a formal process, the complaint should proceed to Stage 2.

Stage 2 – Formal Complaint

Formal complaints must be made **in writing** (by letter or email) to the **Chair of Trustees**.

Contact:

Chair of Trustees, Skidby Village Hall and Institute

70 Main Street Skidby

HU16 5TG

Email: skidbyvillagehall@gmail.com

The written complaint should include:

- Complainant's full name and contact details
- A clear description of the complaint, including relevant dates, names, and evidence (if any)
- The outcome sought (if known)

Acknowledgement:

The Chair (or another appointed trustee) will acknowledge the complaint within **5 working days**.

Investigation:

- The Chair or a designated trustee will investigate the complaint objectively.
- Where appropriate, they may speak with the complainant and others involved.
- If the complaint concerns the Chair, another trustee will be appointed to oversee the process.

Outcome:

A written response will be sent within **20 working days**. If more time is needed, the complainant will be informed and given an updated timescale.

Stage 3 – Appeal (Trustee Review)

If the complainant is not satisfied with the outcome of the Stage 2 investigation, they may request an appeal to the **full Board of Trustees** (excluding anyone directly involved in the original complaint).

- The request must be made **in writing within 14 days** of receiving the Stage 2 outcome.
- The appeal will be considered at the next scheduled trustee meeting (or within **30 days**, whichever is sooner).

The Board will review the complaint, investigation, and response before issuing a **final written decision**.

This decision is final within the village hall's internal process.

Escalation (External)

If the complainant remains dissatisfied after the village hall's internal process has been completed, and the issue involves:

- **Serious governance concerns,**
- **Misuse of charitable funds,**
- **Trustee misconduct, or**

- **Serious risk to beneficiaries or the village hall's reputation,**

they may contact the **Charity Commission for England and Wales.**

Charity Commission contact details:

Website: www.gov.uk/complain-about-charity

Telephone: 0300 066 9197

The Charity Commission will only investigate complaints that raise serious concerns about how a charity is run.

Record Keeping

- The village hall will keep a confidential record of all complaints, investigations, and outcomes.
- These records will be retained in line with data protection laws (UK GDPR).
- An anonymised summary of complaints will be reviewed annually by the Trustees to identify any patterns and areas for improvement.

Confidentiality and Data Protection

All complaints will be handled with sensitivity. Personal information will only be shared as necessary to investigate the complaint and will be processed in accordance with the village hall's **Data Protection Policy.**

Review of Policy

This policy will be reviewed every **three years** or sooner if required by changes in legislation or Charity Commission guidance.