



Registered Charity no: 249324

COMPLAINTS POLICY

Introduction

The Saxlingham Nethergate Village Hall Management Committee ('the Committee') is dedicated to its partnership with the local community and Village Hall users.

Should any user of the Saxlingham Nethergate Memorial Village Hall ("the Hall) or member of the local community have concerns regarding the standard of service provided, the quality of facilities, user safety, the management of specific situations, or any related issue, the Committee will actively address these matters.

Implementing a transparent complaints procedure enables the Committee to resolve most issues efficiently and effectively, ideally at the source of the concern or misunderstanding.

The Committee is dedicated to equal opportunities and treats all complaints regarding discrimination with the utmost seriousness.

Our policy is intended to:

- Provide a transparent and fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- Publicise the existence of our complaints procedure so that people know how to contact us to make a complaint.
- Make sure every member of the Committee knows what to do if a complaint is received.
- Make sure all complaints are investigated fairly and in a timely way.
- Make sure that complaints are, wherever possible, resolved quickly and that relationships remain healthy, so all our users benefit.
- Gather information which helps us to improve what we do.

Complaints, Confidentiality & Responsibility

Definition of a Complaint

A complaint is defined as any expression of dissatisfaction regarding any aspect of the Hall, whether substantiated or not, that is communicated by the complainant to either

the Secretary, or Chair of the Committee. The Committee requests that complaints are brought to its attention within one month of the incident in question.

Sources of Complaints

Complaints may originate from members of the public, users of the Hall, local residents, or suppliers. A complaint may be submitted verbally—either in person or via telephone—in which case a written record will be created, or in writing by email or letter.

Confidentiality Assured

The Committee will address all complaints with sensitivity, confidentiality, and in compliance with data protection laws.

There will be no discrimination in any aspect of complaint handling.

Whoever receives the initial complaint will act respectfully, remain calm, and carefully listen to understand the issue. If the complaint isn't submitted in writing, the person contacted will document the facts so the Committee can respond appropriately and may ask clarifying questions to better assist the complainant. They should ask for any evidence to be provided in support of the complaint.

After hearing the complaint, they will restate it to confirm their understanding and inquire about what the complainant would consider a satisfactory outcome.

Written complaints will receive acknowledgment within five working days.

Responsibility Overall

The Committee holds responsibility for overseeing this policy and its implementation. All written complaints should be sent to the Committee, addressed to the Secretary at secretary@sn-villagehall.co.uk.

If the issue involves the Secretary, complaints should instead be directed to the Chair. Should a complaint involve a committee member, that individual must recuse themselves from discussions related to the complaint.

The Committee strives to provide a comprehensive response within two weeks. For complaints involving complex matters, complainants will be notified within two weeks regarding when to expect a full reply. Throughout the process, the primary objective is to resolve issues promptly and effectively, ensuring satisfaction for everyone involved.

There is no formal right of appeal; the Committee's decision is final unless new information emerges that could influence the outcome.

Procedure for Handling Complaints

What to do if something goes wrong: Step 1 – Informal

Informal complaints should be addressed to the Secretary of the Village Hall. The appropriate contact information is available on the Saxlingham Nethergate Village Hall website (www.saxnethergatevillagehall.co.uk).

Should complainants remain dissatisfied following this process, they will be advised of the procedure for submitting a formal complaint.

If we can't address your concerns right away: Step 2 – Formal

Sometimes, even taking immediate action may not resolve your concerns. If this happens, please submit your complaint in writing to the secretary of the Committee. You can contact the Secretary (or Chairperson) by email at secretary@sn-villagehall.co.uk, ensuring you include all relevant information, such as:

- All evidence related to your complaint,
- your name, address, phone number, and email, along with your preferred contact method so we can communicate with you in the way that best suits you,
- an explanation of your relationship with the Hall, such as whether you're a user, hirer, or local resident.

After we receive your complaint and all necessary details, we will acknowledge receipt within five working days or sooner.

Next, we'll speak with any other parties involved to make sure everyone has a fair chance to share their perspective. The Committee aims to provide a complete response within two weeks.

If your case involves complex issues, you will be notified within two weeks about when you can expect a full reply.

Whenever possible, we'll agree on a timeline with you and outline the steps required, so everyone understands why extra time may be needed.

We will inform you of our actions, investigation findings, and steps taken to resolve your complaint.

Review of Policy

This policy will be reviewed annually to ensure it remains fit for purpose and complies with current best practice and regulatory requirements.

Adopted on: 2 March 2026

Next review: March 2027