Complaints Policy of Martin Village Hall

Martin Village Hall Committee of Management recognises complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person [or organisation] that has made the complaint.

Our Policy

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at Martin Village Hall knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Martin Village Hall.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in Martin Village Hall. 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.

Complaints Process

Complaints should initially be e-mailed to the Chair, unless the complaint concerns the Chair, in case it should be addressed to the Vice-Chair or other officer.

Contact can be made by telephone or email, details of which are shown as follows:

M: 07739 413411

Issue date: 1st August 2026
Charity Commission Number 521854

E: Martinlincvillagehall@gmail.com

The receiver of the complaint should write down the facts of the complaint, the complainant's name, address, and telephone number.

The receiver should note down the relationship of the Complaint (for example, neighbour, parish councillor, hirer etc).

The receiver should, when appropriate, ask for the Complainant to send details of the complaint in writing (post or email)

The receiver should advise the timeline for dealing with the complaint which is as follows:

An initial response within 14 days (this may be a request for more information)

A final response within 28 days. If this is not possible, because for example an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond. Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken because of the complaint.

If the complainant feels that the problem has not been satisfactorily resolved, they can request that the complaint is reviewed at Trustee level. This should include all Trustees (other than if one of the Trustees is the person complained about) and may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint. The decision taken at this stage is final.

Charity Commission

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx].

Variation of the Complaints Procedure The Trustees may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading the review.

Monitoring and Learning from Complaints

Complaints are reviewed regularly to identify any trends which may indicate a need to take further action.

Responsibility

Overall responsibility for this policy and its implementation lies with Martin Village Hall Management Committee.

Review

This policy is reviewed regularly and updated as required.

Date revision issued: 1st August 2026

Next review date: 1st August 2028

Author

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