



GREAT GLEN VILLAGE HALL

Main Street, Great Glen. LE8 9GG

Registered Charity 243104

Great Glen Village Hall Complaints Policy adopted 27/1/25

1. Introduction

This policy outlines the procedures for handling complaints received by Great Glen Village Hall. Our aim is to:

- Resolve complaints fairly, promptly, and effectively.
- Learn from complaints to improve our services.
- Maintain a positive and constructive relationship with our users.

2. Definitions

- **Complaint:** An expression of dissatisfaction with any aspect of the Village Hall's services, including but not limited to:
 - Booking and hire procedures
 - Hall condition and facilities
 - Staff conduct
 - Events held at the Hall
- **Complaints Panel:** The Vice-Chair and two trustees. The Vice-Chair will form a panel of three, to include themselves and two more Trustees.

3. Making a Complaint

Complaints can be made in writing or by email.

- In writing to The Secretary, Great Glen Village Hall, Main Street Great Glen, Leicester. LE8 9GG
- By email to The Secretary at gghallsec@gmail.com

A Complaints form is available for completion from the secretary on request or on our website at the end of this policy at <https://www.greatglenvillagehall.org/policies>

4. Handling Complaints

- **Acknowledgement:** all complaints will be acknowledged within five working days of receipt.
- **Investigation:** The complaint will be investigated promptly and fairly. This may involve:
 - Gathering information from relevant parties
 - Reviewing relevant documentation
 - Conducting interviews (if necessary)
 - If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond and kept up to date.
- **Resolution**
 - We will aim to resolve complaints within 20 working 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.
 - We will strive to find a mutually agreeable solution that addresses the concerns raised. This may include:
 - Apologies
 - Corrective action
 - Compensation (where appropriate)
- **Communication**
 - The complainant will be kept informed of the progress of the investigation and the outcome of the complaint.
 - A written response will be provided to the complainant outlining the findings of the investigation and the actions taken to resolve the complaint.
 - If the complaint relates to a specific person, they will receive a copy of all correspondence.

5. Confidentiality

All complaints will be treated confidentially.

6. Appeals

- If the complainant is dissatisfied with the outcome of the initial complaint handling process they may submit an appeal in writing to the Chair of the Village Hall Committee (address Great Glen Village Hall, Main Street, Leicester. LE8 9GG or by email via the Secretary at gghallsec@gmail.com who will then refer to the complaint to the next full Trustee meeting.
- 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

7. 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 or Vice Chair.

8. Review

This Complaints Policy will be reviewed annually by the Village Hall Committee. Complaints are reviewed annually to identify any trends which may indicate a need to take further action.

9. Contact information

For further information or to make a complaint, please contact the Secretary at Great Glen Village Hall, Main Street, Great Glen, Leicester. LE8 9GG or by email at gghallsec@gmail.com

Notes

- The Trustees will ensure this policy is clearly communicated to all users of the Village Hall and on its website and that details of whom to contact to raise a complaint are displayed in the Village Hall
- The Village Hall Committee will ensure that all Trustees, Staff and Volunteers are aware of this complaints policy and their responsibilities under it.
- The complaints form can be found at Page 4 of this document.

Adopted	27/1/25
Annual Review	January 2026

Great Glen Village Hall Complaints Form

	Please write your response below
1. Name and organisation (if applicable)	
2. Address (including postcode)	
3. Telephone	
4. Email address	
5. Tell us about your complaint, clearly outlining: 5a Why you are not satisfied? 5b What you want us to do to put things right?	
6. Have you tried to resolve your complaint before? If “yes”, when? If “yes”, how?	
7. Any other comments?	
Signed	
Print name	
Organisation (if applicable)	
Date	