

## **Victoria Village Hall, Abersychan**

# **Complaint & Respectful Conduct Policy**

### **1. Purpose**

Victoria Village Hall is committed to providing a safe, inclusive, and welcoming environment for all users. We aim to deliver a high standard of service and ensure that all individuals feel respected and valued. This policy outlines our commitment to respectful conduct and provides a clear process for raising and resolving complaints.

### **2. Scope**

This policy applies to:

- Hall users and visitors
- Hirers and their guests
- Volunteers and staff
- Committee members
- Contractors and service providers

It covers all activities, communications, and events associated with Victoria Village Hall.

### **Part A: Respectful Conduct**

### **3. Our Expectations**

All individuals engaging with Victoria Village Hall are expected to:

- Treat others with respect, courtesy, and kindness
- Communicate in a civil and constructive manner
- Respect differing views and backgrounds
- Use inclusive, non-discriminatory language
- Follow all Hall policies and health & safety guidelines
- Take care of the Hall's facilities and shared spaces

### **4. Unacceptable Conduct**

The following behaviours are considered unacceptable:

- Aggressive, abusive, or threatening language or behaviour
- Harassment, bullying, or discrimination of any kind
- Disruptive or offensive behaviour
- Personal attacks or inflammatory remarks
- Wilful damage to property
- Repeated refusal to follow Hall guidelines or instructions

## **5. Managing Breaches**

Where behaviour breaches this policy, the Committee may take appropriate action including:

- Verbal or written warnings
- Temporary or permanent suspension of access or hiring rights
- Reporting serious matters to relevant authorities

All actions will be fair, proportionate, and documented.

## **Part B: Complaints Process**

### **6. How to Make a Complaint**

We encourage users to raise any concerns or complaints in a respectful and timely manner. Complaints should include:

- Your name and contact details
- A clear description of the issue
- Dates and names involved (if applicable)
- Any relevant evidence

Submit complaints to:

The Secretary

Victoria Village Hall

Abersychan, Torfaen

Email: [secretary@victoriavillagehall.com](mailto:secretary@victoriavillagehall.com)

## **7. Handling Complaints**

- Acknowledgement: We will acknowledge your complaint within 5 working days.
- Investigation: A designated committee member will investigate fairly and confidentially.
- Response: You will receive a written response within 15 working days. If more time is required, we will inform you.
- Resolution: We may offer an apology, explanation, or action to resolve the issue.

## **8. Appeals**

If you are unsatisfied with the outcome, you may request a review within 10 working days of the response. A separate committee member or subcommittee will handle the appeal and respond within 15 working days.

## **9. Vexatious or Abusive Complaints**

While we are committed to resolving complaints, persistent, malicious, or unreasonable behaviour may result in restricted communication or other measures to protect volunteers and staff.

## **10. Confidentiality & Record Keeping**

All complaints and conduct issues will be handled confidentially and in line with data protection legislation. Records will be retained for a minimum of three years.

## **11. Policy Review**

This policy will be reviewed annually or following any significant incident to ensure it remains current, fair, and effective.