

Victoria Village Hall, Abersychan

Complaint Policy

1. Purpose

At Victoria Village Hall, we are committed to providing a high standard of service and maintaining a welcoming environment for all users of our facilities. We recognise that, on occasion, individuals may feel dissatisfied with some aspect of their experience. This Complaint Policy sets out how concerns can be raised and how we will respond.

2. Scope

This policy applies to all users of Victoria Village Hall, including visitors, volunteers, hirers, service providers, and members of the community.

3. Principles

- All complaints will be taken seriously, handled fairly, and responded to promptly.
- We will deal with complaints in a professional and respectful manner.
- Where appropriate, we will use complaints as an opportunity to improve our services.
- Complaints will be handled in confidence and in accordance with data protection regulations.

4. How to Make a Complaint

Complaints can be made in writing or via email and should include:

- Your name and contact details
- A clear description of the complaint
- Relevant dates and details of any individuals involved
- Any supporting evidence (if available)

Submit complaints to:

The Secretary

Victoria Village Hall

Abersychan, Torfaen

Email: giles.davies@outlook.com

5. Complaint Process

- **Acknowledgement:** We aim to acknowledge receipt of your complaint within 5 working days.
- **Investigation:** A designated committee member will investigate the complaint thoroughly and impartially.
- **Response:** You will receive a written response within 15 working days of acknowledgement. If more time is needed, we will keep you informed of the delay and expected resolution time.
- **Resolution:** Where possible, we will propose steps to resolve the issue. If appropriate, we may offer an apology, explanation, or action to prevent recurrence.

6. Appeals

If you are not satisfied with the response, you may request a review of the decision. This must be submitted in writing within 10 working days of receiving our response. A different committee member or a subcommittee will review the complaint and respond within 15 working days.

7. Record Keeping

All complaints and outcomes will be recorded and kept for a minimum of three years to help monitor and improve the quality of our services.

8. Unreasonable Complaints

Repeated, vexatious, or abusive complaints may be handled differently, in accordance with our policies on respectful conduct.

9. Review

This policy will be reviewed annually or following any significant incident to ensure its effectiveness.