

Pilsley Village Hall

Complaints Policy

1. Purpose

Provide a fair, transparent process for complaints.

2. Informal Resolution

Handled by trustees where possible.

3. Formal Complaints

Written complaints acknowledged within 10 days and responded to within 30.

4. Investigation

At least two uninvolved trustees conduct review.

5. Appeal

Escalation to full trustee board.

6. Review

Biennial review. Version 1.0

Adopted by trustees 11th June 2026

Next Review May 2028