



Naphill Village Hall & Playing Fields Council

Complaints Policy

1.0 Introduction and Purpose

- 1.1 The purpose of this policy is to define the procedures that Trustees of Naphill Village Hall and Playing Fields Council (the Council) will adopt on receipt of a complaint.

2.0 Fairness and Transparency

- 2.1 Through the process the Council aims to handle all complaints fairly, transparently and promptly.

3.0 Minor Complaints

- 3.1 The aim will always be to handle complaints informally wherever possible.
- 3.2 Minor complaints, such as issues with the hall facilities, can be received by any Trustee and it is then that Trustee's responsibility to pass them on to the person best placed to resolve them.
- 3.3 Nominated Trustees have the authority to spend up to £200 on minor repairs/replacements without the requirement to get formal Council approval. In many instances this is all that is required.
- 3.4 In the event that the issue requires a large expenditure or is of a nature that cannot be resolved at an individual level then it will be added to the agenda of the next Council meeting and a decision made by Trustees.
- 3.5 In emergency situations the Chairman has delegated authority to resolve a minor complaint.

4.0 Formal Complaints

- 4.1 In the event that residents or hirers of the hall feel it necessary to make a formal complaint about an area of Village Hall Council policy or process then they should make this in writing (not email) to the Chairman.
- 4.2 The Chairman will acknowledge receipt of the complaint within 7 days of receipt (unless away from home) and may decide to meet with the complainant to discuss the matter further.
- 4.3 The Chairman will, in conjunction with 3 Trustees appointed by the Council, carry out a full investigation and present the results and recommendations at the next Council meeting.

4.4 The Council will discuss and reach a majority decision by a show of hands and the result will be recorded in the minutes.

4.5 The Chairman will respond to the complainant based on the outcome of the vote.

5.0 Appeals

5.1 Any appeals must be made in writing to the whole Council and sent via the Secretary. They must contain full details of any additional information that the complainant would like the Council to consider

5.2 The Council will consider the appeal and inform the complainant of the Council's decision

6.0 Serial or Persistent Complaints

6.1 Unfortunately, in a small minority of cases, people pursue their complaints in a way which can either impede the investigation of their complaint or can have significant resource issues for the volunteer Council members.

6.2 In such cases, the Council will follow any advice from the Charity Commission but reserve the right to close the complaint and cease any further communication.

7.0 Monitoring and Review

7.1 All formal complaints are logged by the Secretary, recorded in the minutes and used to inform the improvement cycle of the Council.

Approval

This policy has been approved by the Council at its meeting on Monday 5th September 2016.

Date for next review: July 2017