



Sunningdale Village Hall Complaints Policy & Procedure

Policy:

The Complaints Policy & Procedure is managed on behalf of the Sunningdale Village Hall Board of Trustees by the Operations & Bookings Manager.

If you think we have failed to provide you with a satisfactory level of service please let us know as soon as possible after the event either in writing or verbally. We welcome the opportunity to improve the way we manage the Village Hall and to put things right if you are dissatisfied.

Your complaint may be about the standard of the facilities at Sunningdale Village Hall, the safety measures that are in place to protect users, or our handling of a particular situation or issue. Please note that reports of a failed lightbulb or other minor issues are not defined as a complaint for the purposes of this Policy & Procedure.

All complaints should be reported to the Operations & Bookings Manager in the first instance, and may be escalated to the Chair of the Operations Committee, for an appropriate resolution.

Our commitments:

- We will take every complaint seriously and we will treat everyone who complains with respect and courtesy.
- All complaints will be investigated promptly and our aim is to resolve matters informally wherever possible in the interests of maintaining transparent and friendly relationships with users of the Village Hall.
- We will keep you fully informed throughout the complaints process and in most cases you will receive a full written response to your complaint within two weeks. If we cannot give a full reply in this time, we will write to you and let you know why and how we are dealing with your complaint.
- Any safety concerns that would endanger a Sunningdale Village Hall user will be dealt with as a priority as soon as the complaint is received.
- All complaints are logged and reported on annually to the Board of Trustees in order to identify any trends or larger issues that may require Board action.

Procedure:

Informal complaint:

1. Those involved with the day-to-day running of the Sunningdale Village Hall aim to resolve minor issues quickly and informally, liaising with the Chair of the Operations Committee to agree any appropriate action or compensation as required.
2. The Chair of the Operations Committee and the Secretary to the Board of Trustees will be informed of any informal complaint where financial compensation is involved. The Secretary will log the complaint, record its status, date received and date resolved.

Formal complaint:

1. Where an informal resolution is not possible the complainant will be informed of their right to request a written response from a named person at Trustee level. This is then regarded as a formal complaint and must be dealt with within 1 month. Formal complaints will be handled by the Chair of the Board of Trustees. If the complaint is about the Chair, it will be handled by the Secretary. Details will be recorded and the complainant informed of the complaints procedure and how long it will take.
2. The record must include the complainant's name, address, email and/or telephone number, the relationship of the complainant to Sunningdale Village Hall (e.g. client, contractor, etc.), and the facts of the complaint. The complainant will be invited to send a written account of the issue/s that resulted in the complaint, by post or by email, so that the complaint is recorded in the complainant's own words. Please see the Complaints Form – page3 below.

Version Control – Approval & Review

Version No	Status	Date	Name	Review Date
V0.1	Draft	June 2024	Julia Chester	
V1.0	Approved		Approved at the Trustees Board meeting on 9 July 2024	July 2026

Sunningdale Village Hall - Complaints Form

Please use this form to record your complaint, or if you prefer, you can inform us about your complaint by letter, email or telephone call.

Please call us on: 07763 251836

Emails should be sent to: Chelsea.willetts@svhcommunity.co.uk

Your Name and/or Organisation (if applicable)	
Your address (including post code)	
Telephone/ E-mail	
How would you prefer us to communicate with you?	
Date of the event that caused the complaint	
Details of the complaint	
Explain what you would like us to do to resolve matters	
Any other relevant information/comments	

Signed:

Print name:

Position in Organisation (if applicable):

Date: