# BARLASTON VILLAGE HALL

## CHARITY NO:522602

## COMPLAINTS POLICY

BVH01-02

**COMPLAINTS POLICY**

Revision History

**This document was originally written by:**

| **Name** | **Position** | **Date** |
|---|---|---|
| Vivien O'Dunne | Clerk | November 2025 |

**This document was reviewed by:**

The Sole Trustee 9 December 2025

**This document version was approved by:**

The Sole Trustee at their meeting on 9 December 2025

**Document Review schedule:**

Next Mandatory Review at AGM 2026

| **Version** | **Issue Date** | **Document ID** | **Reason for Change** | **Section changed** |
|---|---|---|---|---|
| 1 | 9 December | BVH01-02 | New Policy | n/a |
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# Barlaston Village Hall – Complaints Policy

**Purpose**
Barlaston Village Hall aims to provide high-quality services and a safe, welcoming environment for all users. This policy sets out how complaints about the management, activities, facilities, or staff/volunteers of the Village Hall will be handled promptly, fairly, and transparently.

**Scope**
This policy applies to complaints from members of the public, hirers, volunteers, staff, or other stakeholders regarding any aspect of the Village Hall's operations. It does not cover complaints about the Sole Trustee as a local authority; these are addressed through the Council's formal complaint procedures.

**Principles**
Barlaston Village Hall:

- Treats all complaints seriously and respectfully.
- Ensures complaints are dealt with promptly, confidentially, and fairly.
- Uses complaints as an opportunity to improve services and operations.
- Will not tolerate retaliation against anyone raising a complaint in good faith.

**Procedure**

**1. Informal Resolution**
In the first instance, complainants should attempt to resolve their concerns informally by speaking directly with the Village Hall Committee Chair, Booking Secretary, or relevant committee member. Many issues can be resolved quickly without a formal process.

**2. Formal Complaint**
If informal resolution is unsuccessful or inappropriate, a formal complaint should be submitted in writing (letter or email) to the Committee Chair. The complaint should include:

- Name and contact details of the complainant
- Date(s) and details of the incident or concern
- Any steps already taken to resolve the issue

**3. Investigation**
The Committee Chair, or another appointed committee member if appropriate, will acknowledge receipt within five working days and investigate the complaint. This may involve speaking to relevant staff, volunteers, or witnesses and reviewing any documentation.

**4. Response**
A written response will be provided to the complainant within 20 working days of receipt

of the formal complaint. The response will outline the findings of the investigation, any actions taken, and the reasons for decisions made.

**5. Escalation**
If the complainant remains dissatisfied with the outcome, they may refer the matter to the Sole Trustee (Barlaston Parish Council). The Sole Trustee will review the process and ensure that the complaint has been properly considered and that appropriate action has been taken. The decision of the Sole Trustee is final.

**Record Keeping**
All complaints and the outcomes of investigations will be recorded and retained by the Village Hall Committee. Records will be reviewed periodically to identify trends and areas for improvement.

**Review**
This policy will be reviewed at least annually or sooner if changes in legislation, guidance, or operational needs require.

**Adoption**
This policy is adopted by Barlaston Parish Council acting as Sole Trustee and is effective from the date below.

**Signed on behalf of Sole Trustee:** …… 09 December 2025
Chair, Barlaston Parish Council

**Review Date:** [at AGM]