

Hintlesham and Chattisham Community Hall – Complaints Policy

1. Purpose

This policy outlines how Hintlesham and Chattisham Community Hall Executive Committee will handle complaints or concerns raised by hall users, volunteers, or members of the public.

We aim to respond promptly, fairly, and respectfully, and to learn from feedback to improve our services.

2. Scope

This policy applies to anyone who uses or interacts with the Community Hall, including hirers, visitors, contractors, and volunteers.

3. Our Commitment

We are committed to:

- Handling all complaints in a consistent, transparent, and timely manner.
- Treating all parties with respect and confidentiality.
- Taking complaints seriously and acting to resolve them where possible.
- Using feedback to review and improve our management and services.

4. How to Make a Complaint

Complaints can be made in writing, by email, or verbally to any member of the Hall Executive Committee.

To help us respond effectively, please include:

- Your name and contact details
- Details of what happened, including dates and people involved (if known)
- What outcome you are seeking

Anonymous complaints will be considered, but may be harder to investigate.

5. How Complaints Are Handled

1. Informal Stage

- Where possible, complaints will be resolved informally and quickly by discussion with the person concerned or a committee member.
- If the issue cannot be resolved informally, it will move to the formal stage.

2. Formal Stage

- A written complaint will be acknowledged within 7 days.
- The Hall Executive Committee (or a nominated member) will investigate the complaint and aim to provide a written response within 28 days.
- If the matter is complex, the complainant will be kept informed of progress.

3. Review Stage

- If the complainant is not satisfied with the response, they may request that the full Committee review the case at its next meeting.
- The Committee's decision following this review will be final.

6. Confidentiality and Record-Keeping

- All complaints will be handled sensitively and in line with data protection principles.
- Records of complaints will be kept securely and used to help monitor and improve hall management.

7. Unreasonable or Vexatious Complaints

The Hall Committee reserves the right to take no further action on complaints that are malicious, repetitive, or without foundation. Any such decision will be recorded.

8. Review

This policy will be reviewed annually by the Hall Management Committee, or sooner if needed to reflect changes in legislation or best practice.

Adopted by: Hintlesham and Chattisham Community Hall Management Committee

Date: 22nd January 2026

Review Date: January 2027

Contact for Complaints: Lauren De Banks – Secretary (hintlesham@gmail.com)