

Walton Village Hall and Reading Room Management Committee Complaints Procedure

1.Introduction

The Walton Village Hall and Reading Room Committee is committed to providing a high standard of service. We recognise that, from time to time, concerns or complaints may arise. This procedure outlines the process for raising and resolving complaints fairly and efficiently, in accordance with best practices for UK charities.

2. Scope

This procedure applies to all users of Walton Village Hall and Reading Room, including hirers, visitors, committee members, and residents.

3. How to Make a Complaint

Complaints can be submitted in writing, by email. All complaints must include:

- Name and contact details of the complainant.
- Details of the complaint, including dates, times, and any relevant circumstances.
- Any supporting documents or evidence.

Complaints should be addressed to: Walton Village Hall and Reading Room Management Committee

Chairperson, Walton Village Hall Committee
Walton Village Hall,
Walton,
CA8 2DJ

Chairpersonwaltonvillagehall@outlook.com

If your complaint concerns the chairperson, please address your complaint to:

Secretary, Walton Village Hall Committee
Walton Village Hall,
Walton,
CA8 2DJ

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4. Complaint Handling Process

1. **Acknowledgement** – The complaint will be acknowledged in writing within 7 working days of receipt.
2. **Investigation** – The committee will investigate the complaint by gathering relevant information, speaking to involved parties, and reviewing any supporting documentation.
3. **Response** – A written response will be provided within 28 days, outlining any findings, resolutions, or further actions to be taken.
4. **Appeal Process** – If the complainant is not satisfied with the response, they may request a review by the Chairperson or an independent committee member within 14 days of receiving the response.
5. **Final Decision** – A final decision will be communicated within 14 days of the appeal request.

5. Confidentiality

All complaints will be handled confidentially and only shared with those necessary for the resolution process. The committee will comply with data protection laws, ensuring complainants' information is securely stored and used only for complaint resolution.

6. Monitoring and Review

The committee will regularly review complaints received to identify areas for improvement and ensure the effectiveness of this procedure. Complaints will be recorded, along with actions taken and resolutions, to inform future decision-making.

7. Escalation to the Charity Commission

If a complainant remains dissatisfied after the appeal process, they may escalate their complaint to the Charity Commission if it relates to serious wrongdoing, such as:

- Misuse of funds
- Harassment or abuse
- Governance failures

The Charity Commission can be contacted at:

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Website: www.gov.uk/complain-about-charity

Helpline: 0300 066 9197

8. Contact Details for External Escalation

For general complaints that are not related to serious charity misconduct, complainants may also seek advice from the local council or relevant regulatory body.

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