



COMPLIMENTS, SUGGESTIONS & COMPLAINTS POLICY



Compliments, suggestions & complaints policy / updated / 14.01.26

Compliments, suggestions & complaints policy / Approved / 14.01.26

Due to be reviewed / 15.01.28



Compliments, Suggestions & Complaints Policy

Nether Whitacre Village Hall Committee strives to achieve the highest standards and welcomes feedback from individuals, partner organisations and anyone who works with us or uses our venue, on all aspects of our services and working relationships. Feedback is invaluable in helping us evaluate and continuously improve, giving us a basis for understanding the impact of our village hall and assessing satisfaction.

We view compliments, suggestions and complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation in the event that we haven't got it quite right on this occasion.

Our Policy

- To provide a fair procedure which is clear and easy to use for anyone wishing to make a complaint.
- To publicise the existence of our compliments, suggestions and complaints procedure so that people know how to contact us to give us feedback.
- To make sure everyone on the Nether Whitacre Village Hall Committee knows what to do if any sort of feedback is received.
- To ensure that where a compliment is received, this is recorded and shared
- To make sure all complaints are investigated fairly and in a timely way.
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- Ensure that compliments and complaints are monitored and used to improve our services.

Definition of a Compliment

A compliment is positive feedback, however made, by an individual or other stakeholder about NWWH. A compliment may relate to the organisation, the service as a whole, one aspect of the service, an event, a team or an individual.

Definition of a suggestion

A suggestion may relate to any aspect of the village hall ie bookings, building, events, equipment etc.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of Nether Whitacre Village Hall.

How Compliments and Suggestions are dealt with

Any verbal or written compliments or suggestions will be recorded by the member of the committee receiving the compliment or suggestion and will be passed to the Chair or Secretary for recording

on the Compliments / Suggestions Register. Any member of the committee or support staff identified as being the subject or contributing to any matter giving rise to the compliment will be notified. Feedback on compliments will be shared and recorded with the Village Hall Management Committee as appropriate.

Where Complaints Come From

Complaints may come from any person or organisation who has a legitimate interest in Nether Whitacre Village Hall.

A complaint can be received verbally, by phone, by email or in writing.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with Nether Whitacre Village Hall Committee of Management.

Procedure or process for complimenting us or making a suggestion

Any verbal or written compliments will be recorded by the Committee member receiving the compliment or suggestion and be passed to the Chair or Secretary for recording on the Compliments / Suggestion Register. This will be discussed at the next Committee meeting and the outcome will be noted and if we have the contact details will be fed back to the individual / group concerned.

Complaints Procedure for Nether Whitacre Village Hall

Publicised Contact Details for Complaints

Written complaints may be sent to the Secretary, Nether Whitacre Village Hall, c/o The Old House, Hoggrills End Lane, Nether Whitacre, B46 2DA or by e-mail at: NWVHSecretary1@gmail.com or in person to any Trustee of Nether Whitacre Village Hall.

Verbal complaints may be made by phone to the VH Secretary - on 07595 756705 or in person to any Trustee of Nether Whitacre Village Hall.

If the complaint is regarding the Chair the complaint should be directed to The Clerk, Nether Whitacre Parish Council – on netherwhitacreparishcouncil@yahoo.com

Receiving Complaints

Complaints received by telephone or in person need to be recorded.

The person who receives a phone or in person complaint should:

- Write down the facts of the complaint. Take the complainant's name, address, telephone number and email address.
- Note down the relationship of the complainant to Nether Whitacre Village Hall.
- Tell the complainant that we have a complaints procedure and offer to send them a copy
- Tell the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email (to details above) so that the complaint is recorded in the complainant's own words.

Resolving Complaints

Stage One

In many cases, a complaint is best resolved by the person responsible for the issue being complained about. If the complaint has been received by that person, they may be able to resolve it swiftly and should do so if possible and appropriate.

Whether or not the complaint has been resolved, the complaint information should be passed to the Secretary and Chair of Nether Whitacre Village Hall within 7 days.

On receiving the complaint, the Chair should make note of the date and time of receiving it in the next available committee meetings minutes. If it has not already been resolved, they delegate an appropriate person to investigate it and to take appropriate action.

If the complaint relates to a specific person, they should be informed and given a fair opportunity to respond.

Complaints should be acknowledged by the person handling the complaint within 7 days. The acknowledgement should say who is dealing with the complaint and when the person complaining can expect a reply. A copy of this complaints procedure should be attached.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is justified or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

Stage Two

If the complainant feels that the problem has not been satisfactorily resolved at Stage One, they can request that the complaint is reviewed by the Chair. At this stage, the complaint will be passed to the Chair of the committee.

The request for Chair level review should be acknowledged within 7 days of receiving it. The acknowledgement should say who will deal with the case and when the complainant can expect a reply. The Chair may investigate the facts of the case themselves, or delegate a suitably senior person to do so. This may involve reviewing the paperwork of the case and speaking with the person who dealt with the complaint at Stage One.

If the complaint relates to a specific person, they should be informed and given a further opportunity to respond.

The person who dealt with the original complaint at Stage One should be kept informed of what is happening.

Ideally complainants should receive a definitive reply within four weeks. If this is not possible because for example, an investigation has not been fully completed, a progress report should be sent with an indication of when a full reply will be given.

Whether the complaint is upheld or not, the reply to the complainant should describe the action taken to investigate the complaint, the conclusions from the investigation, and any action taken as a result of the complaint.

The decision taken at this stage is final, unless the Committee decides it is appropriate to seek external assistance with resolution.

External Stage

The complainant can complain to the Charity Commission at any stage. Information about the kind of complaints the Commission can involve itself in can be found on their website at: www.charitycommission.gov.uk/publications/cc47.aspx

Variation of the Complaints Procedure

The Management Committee may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a Stage Two review.

Monitoring and Learning from Complaints

Complaints are reviewed annually to identify any trends which may indicate a need to take further action. The village hall management committee will carry out an annual review of this policy.

- i. The village hall management committee will carry out a biannual review of this policy.

BLANK PAGE

Complaints Form

Please use this form to make your complaint, but if you prefer you can write a letter or telephone.

Name and Organisation (if applicable)

Address (including post code):

Telephone number:

Email:

Tell us about your complaint, giving us as much information as possible. Please continue overleaf if you need more space:

Secretary, NWVH, c/o The Old House, Hoggrills End Lane, Nether Whitacre, B46 2DA or by e-mail at: NWVHSecretary1@gmail.com

Have you tried to resolve your complaint before? If "yes" when? If "yes" how?

Why are you not satisfied?

What do you want us to do to put things right?

Any other comments?

Signed: _____ Organisation (if applicable): _____

Print name: _____ Date: _____