

# **Dyffryn Ardudwy and Talybont Village Hall Complaints Policy**

## **Purpose of this Policy**

We aim to provide a welcoming, well-run facility for the local community. However, we recognise that occasionally users may have concerns or complaints. This policy explains how you can raise a complaint and how we will respond.

## **Who Can Complain?**

Anyone who uses the village hall, or has dealings with the management committee, can make a complaint

## **How to Make a Complaint**

You can make a complaint:

- In writing (by email or letter to the Village Hall Secretary or Chair),  
By speaking to a trustee,

Where possible, we encourage you to raise issues informally first, as many problems can be resolved quickly.

## **What Information to Include**

Please include:

- Your name and contact details,
- The nature of your complaint,
- When and where the issue happened,
- Any relevant details or evidence.

## **What We Will Do**

- We will acknowledge your complaint within 7 days.
- A member of the board of trustees will investigate your concerns.
- We aim to respond fully within 28 days.

If the complaint is about a trustee, that person will not be involved in handling the complaint.

## **Appeals**

If you are not satisfied with the outcome of your complaint, you may request a review by the full board of trustees at their next scheduled meeting. The decision of the board following this review will be final.

However, if your complaint relates to serious concerns about the charity itself—such as misuse of funds, harm to beneficiaries, or a breach of legal duties—you may report the matter directly to the Charity Commission.

**Confidentiality**

All complaints will be handled sensitively and in line with data protection laws. Your personal information will only be shared where necessary to investigate and respond to the complaint.

**Review of Complaints**

The board of trustees will keep a record of complaints and review them annually to improve our services and facilities.