

Dyffryn Ardudwy and Talybont Village Hall

Complaints Policy

Purpose

We aim to provide a welcoming, well-run facility for the local community. This policy explains how concerns and complaints can be raised and how they will be considered.

Who Can Complain?

Anyone who uses or hires the Village Hall, or has dealings with the Hall, may make a complaint.

What Can Be Complained About?

Complaints should relate to the Village Hall, its facilities, services, management, Trustees, officers, staff, volunteers or activities carried out on behalf of the Hall.

The Hall cannot investigate matters concerning individuals, organisations or social media activity where there is no established connection with the Hall or where the matter falls outside the Hall's responsibility.

Noise Complaints

Complaints about noise arising from activities or events at the Village Hall can be made under this policy. The Trustees will consider the concern and take reasonable action where appropriate.

How to Make a Complaint

Complaints can be made:

- In writing, by email or letter to the Village Hall Secretary or Chair; or
- By speaking to a Trustee.

Where possible, we encourage issues to be raised informally first.

What to Include

Please provide:

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

What We Will Do

- We will acknowledge your complaint within 7 days.
- A Trustee will consider and, where appropriate, investigate the complaint.
- We aim to respond fully within 28 days.

A person who is the subject of a complaint will not be responsible for investigating or deciding the complaint.

The Trustees may determine that a complaint falls outside the Hall's remit, in which case no further action will be taken.

Appeals

If you are not satisfied with the outcome of a complaint considered under this policy, you may request a review by the full Board of Trustees at its next scheduled meeting. The Board's decision following the review will be final.

If the Trustees determine that a complaint falls outside the Hall's remit, it will not be considered under this policy and the appeals process will not apply.

Serious concerns about the charity, such as misuse of funds, harm to beneficiaries or breaches of legal duties, may be reported directly to the Charity Commission.

Confidentiality

Complaints will be handled sensitively and in accordance with applicable data protection requirements. Personal information will only be shared where necessary.

Social Media

The Village Hall uses social media to communicate information about Hall activities, events and services. Complaints relating to the Hall's social media may be considered under this policy.

The Hall is not responsible for posts, comments or accounts operated by individuals or organisations not acting on behalf of the Hall.

Review

The Board of Trustees will keep an appropriate record of complaints and review them periodically to help improve the Hall's services and facilities.