

Darsham Village Hall Complaints Policy

Date produced: February 2026

1. Policy Statement

Darsham Village Hall Management Committee is committed to providing a high standard of service to all users. We welcome feedback and take complaints seriously, using them as an opportunity to improve our facilities and operations.

2. Scope

This policy applies to:

- Hall users and hirers
- Members of the public
- Volunteers and committee members

3. What is a Complaint?

A complaint is any expression of dissatisfaction about:

- The facilities or services provided
- The behaviour of committee members, volunteers, or other users
- The handling of bookings or communications

4. How to Make a Complaint

Complaints can be made:

- In writing to the Secretary of the Committee
- By email to the official village hall contact address
- Verbally at a committee meeting (if appropriate)

Complainants should provide:

- Their name and contact details
- A clear description of the issue
- Any relevant dates, times, or supporting information

5. How Complaints Are Handled

- All complaints will be acknowledged within 24 hours.
- The Committee will investigate the complaint and aim to respond within 14 days.
- If further time is needed, the complainant will be informed.
- The Committee will decide on any necessary actions or remedies.

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6. Appeals

If the complainant is not satisfied with the outcome, they may request a review by the Chair of the Committee. The decision of the Chair will be final.

7. Confidentiality

All complaints will be handled sensitively and in accordance with data protection regulations.

8. Review

This policy will be reviewed annually by the Management Committee.

Signed.....

Review date.....