Woodcote Village Hall Charity
Complaints Procedure

1. Woodcote Village Hall Charity (WVHC) own and operate the Village Hall for the benefit of the community. The Charity is run by volunteers who, although, committed to a high level of service, recognise that, on occasion, those using the Hall or impacted by its operation may wish to express their dissatisfaction with an aspect of its operation.

2. WVHC take expressions of dissatisfaction very seriously and have produced this guide to help ensure that proper attention is paid to such expressions.

3. The essential responsibility of the WVHC is to maintain and hire a safe Village Hall for community use. As such this procedure is primarily intended for those dissatisfied with the condition of the Hall when used, including any health and safety concerns, data protection issues, or the alleged failure of the charity to comply with its Terms of Hire. This does not exclude users or members of the community requiring other concerns to be addressed.

4. To obtain as rapid a resolution as possible the Charity will provide options to the complainant to agree the approach best suited to the situation. This will include asking the complainant whether s/he would prefer a formal treatment governed by the Charity's complaints procedure or an informal discussion. Factors that may determine the need for a formal investigation include:
   - the complainant requests an investigation;
   - the informal complaint resolution stage failed or was inappropriate;
   - the complaint involves a personal data issue;
   - the complaint represents a high or serious risk to the community or other hall users;
   - the complainant is identified as being vulnerable; or
   - child protection issues are involved.

5. Process and Timescale
   The charity will aim to complete an investigation into the complaint and provide a suitable response within 8 weeks of the complaint being received. Upon receipt of a complaint the charity will:
   i. endeavour to acknowledge, in writing, the complaint within 7 working days of receipt;
   ii. allocate two Trustees to investigate and recommend a response to the complaint;
   iii. confirm the preferred method of communication (letter, e-mail etc);
   iv. request verbal or written clarification of any unclear elements of the complaint;
   v. confirm the key reason for dissatisfaction;
   vi. provide an opportunity for the complainant to meet with the charity representatives investigating the complaint and to provide additional information relevant to the complaint within 20 working days;
   vii. investigate the complaint and recommend the appropriate action(s) to the Trustees;
   viii. provide the complainant with a final written response;
   ix. inform the complainant that, should they be dissatisfied with the response then they can ask the Chair of the Trustees to review the investigation;
   x. If the complainant remains dissatisfied after the conclusions of the Chair's review the Charity will suggest external bodies to whom s/he can complain.

6. Expressions of Dissatisfaction
   Expressions of discontent should be in writing, by e-mail or letter, unless the complainant considers the issue to be minor one.

Letters should be sent to

The Chair, Woodcote Village Hall Charity
Woodcote Village Hall
Reading Road
Woodcote RG8 0QY

Electronic expressions of dissatisfaction should be sent to

woodcotevillagehall@outlook.com

7. The Decision

The Charity will convey its decision on the complaint in writing. The response will provide:

i. a statement of the complaint;
ii. a summary of the investigation and evidence;
iii. an explanation of how the charity reached its decision;
iv. an explanation, should it be necessary, of the action taken to eliminate or significantly reduce the occurrence of similar issues in the future; and
v. a statement relevant appeal processes.

8. Privacy

The Charity takes its data protection responsibilities seriously and will treat all complaints in confidence unless:

i. the complaint has become public knowledge from a source other than the charity;
ii. the complainant agrees to the disclosure of the complaint; or
iii. disclosure is required by law in which case the charity will notify the complainant prior to disclosure.

Dissatisfaction with the Charity's treatment of the complainant's personal data in any situation should, in the first instance be reported to the Charity who will investigate as above. Should the Charity's investigation fail to satisfy the complainant s/he has the right, following a review by the Chair of the Trustees to refer the complaint to the Office of the Information Commissioner.