

Complaints Process

This process outlines how users and other stakeholders can make a complaint to the Stanton Village Hall Management Committee – although, we hope that you never have reason to make a complaint.

Process (Pre-complaint and complaint)

1. **Pre-complaint stage/informal discussion:** In the first instance, we'd encourage an informal discussion between the potential complainant and a member of the Village Hall Committee. Contact details can be made available by request by emailing admin@villagehallstanton.com (or you can email your concerns directly to the email address). If you are not happy with the response that you receive you may wish to continue to the complaints process below.
2. **Making an official complaint:** Your complaint should be made in writing and addressed to the Chair of Stanton Village Hall. This can be posted directly to the Village Hall or emailed to admin@villagehallstanton.com. It would be helpful if your complaint was factual, to the point, but respectful, particularly when noting individuals (many of whom give up their time voluntarily).
3. Once we receive your complaint, we will consider its nature in deciding how to deal with this next:
 - Minor points may attract a quick response by members of the Committee (and receive note at the next Committee meeting);
 - More substantial complaints will be dealt with by the Stanton Village Hall Committee (should a meeting not already be scheduled in the 3 weeks following the complaint then an extraordinary meeting of the trustees will be convened). Please indicate in your complaint whether you would like to attend a meeting to verbally outline your complaint.
4. Following consideration of your complaint, the Committee will write to the complainant (preferably by email to reduce costs) outlining what actions if any will be taken to address the issues.
5. Should you remain unsatisfied with the response that you receive then you can escalate your complaint to the following external parties:
 - The Charity Commission (England & Wales): <https://www.gov.uk/government/organisations/charity-commission>
 - The Fundraising Regulator: <https://www.fundraisingregulator.org.uk/>
 - Information Commissioners Office (ICO) for breaches of Data Protection: <https://ico.org.uk/>

Document Control

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