Complaints Policy
East Woodhay Village Hall Charity Number 1206711

Purpose

This policy aims to establish a clear and fair process for handling complaints received by East Woodhay Village Hall . It is designed to ensure that all complaints are dealt with promptly, professionally, and confidentially.

Scope

This policy applies to all complaints received by East Woodhay Village Hall, including complaints from beneficiaries, volunteers, donors, and other stakeholders.

Definition of a Complaint

A complaint is any expression of dissatisfaction or concern about the charity's services, staff, or policies.

How to Make a Complaint

Complaints can be made in writing, by email, or in person. Complaints should be addressed to Rose Donoghue

Investigation and Response

1. **Acknowledgment:** All complaints will be acknowledged within **48 hours of receipt.**
2. **Investigation:** The complaint will be investigated promptly and thoroughly. The investigation may involve interviews with the complainant, staff members, and other relevant parties.
3. **Response:** The complainant will be notified of the findings of the investigation and the actions that will be taken to address the complaint. The response should be provided within 21 **working days.**

Confidentiality

All complaints will be treated with confidentiality. The charity will take reasonable steps to protect the privacy of the complainant and any other individuals involved in the complaint process.

Appeal Process

If the complainant is dissatisfied with the response to their complaint, they may appeal the decision. The appeal should be made in writing to Karen Titcomb-Chair within **10 days of** receiving the initial response.

Review and Updates

This policy will be reviewed annually to ensure its continued effectiveness. Any updates or revisions will be communicated to all stakeholders.

East Woodhay Village Hall

September 2025