



# Kilve Village Hall

Registered Charity – 304569

## Complaints Policy and Procedure

### How to make a complaint

You can make a complaint:

- By email: [chairkvh@gmail.com](mailto:chairkvh@gmail.com)
- By the letter to: The Management Committee, Kilve Village Hall, Lagger Hill TA5 1EA

### How we will respond to a complaint and how long it will take?

When a complaint is received, we will try to respond immediately and seek a rapid resolution. If it is not possible to resolve a complaint immediately the following time limits will apply:

- If we cannot fully respond straightaway, we will acknowledge your complaint in writing within one week of receipt by a member of the management committee.
- As the Management Committee of Kilve Village Hall meets on a monthly basis you will be advised of an expected completion date within a month of raising the complaint. It may take two or more months to fully respond to a complaint.
- If we cannot resolve the complaint by the estimated completion date, we will issue further holding letters until we have resolved the matter.

## Complaints Process

### Stage 1 – initial investigation

The Management Committee will ensure that an appropriate person investigates complaints. Any investigation will be fair on both sides. It will be unbiased, take into account all relevant facts and be treated confidentially.

### Stage 2 – Management Committee

In many cases, the complaint will have been resolved at stage one of the complaints procedure. However, if you are still not satisfied with the outcome the management committee will then investigate the matter further and the Chairperson will issue a response once the management committee has approved it.

Policy reviewed annually  
Last review: January 2024