



## Complaints policy and procedure

### Why have a complaints policy and procedure?

The Charity Commission report 'Cause for Complaint' states: 'an effective complaints management system is a proven way of maintaining and building relationships with the people on whom the charity depends.'

### Handling complaints well:

- Demonstrates commitment to your clients and other stakeholders
- Demonstrates commitment to providing the best possible service
- Helps understand things that have gone wrong and prevent things going wrong again in future

**This Policy** sets out how complaints can be made, how they will be handled, and the timescales involved.

### What is a complaint

A complaint is an expression of dissatisfaction about:

- The services, facilities, or activities provided by the Hall
- The behaviour or actions of staff, volunteers, or hirers in relation to the Hall
- A failure to follow policies or procedures

### Where complaints come from

Complaints may come from any person or organisation who has a legitimate interest in Cobham Village Hall.

### How to make a complaint

Complaints should be made as soon as possible, preferably within **28 days** of the incident. They can be submitted:

- In writing to Cobham Village Hall, Lushington Drive, Cobham KT11 2LU or email [info@cobhamvillagehall.com](mailto:info@cobhamvillagehall.com)
- Verbally to the Hall Secretary or Finance Manager or any Trustee.

Please include:

- Your name and contact details
- Date and location of the incident
- Details of your complaint
- Any supporting evidence

### Complaints Procedure

We will acknowledge receipt of your complaint within **5 working days**, either by email or letter. The complaint will be investigated by the Board of Trustees or designated person. This may include:

- Speaking to witnesses
- Reviewing records or bookings
- Considering relevant policies

The Trustees aim to provide a full response within **20 working days** of acknowledgement. The response will include:

- The findings of the investigation
- Any actions taken or proposed
- Information on how to escalate the complaint if you remain dissatisfied

If you are not satisfied with our response, you can request a review by the full Board of Trustees. If you remain dissatisfied, you may contact the Information Commissioner's Office (ICO) for data-related complaints, or other relevant bodies for non-data issues. Website: <https://ico.org.uk/> Telephone: 0303 123 1113

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