



EVERSLEY VILLAGE HALL

Eversley Village Hall (CIO)

Registered Charity 1212230

Eversley Village Hall (EVH) – Complaints Policy and Procedure

1. Introduction

The Eversley Village Hall Management Committee is committed to maintaining a strong partnership with members of the local community and users of Eversley Village Hall. We welcome feedback of all kinds — positive or negative — as it provides valuable information about our effectiveness and helps us improve the services we provide.

If any user or member of the community is unhappy about the standard of service, the quality or safety of the facilities, the handling of a situation, or any other matter relating to the Hall, the Management Committee is committed to addressing and resolving the issue.

A clear and accessible complaints procedure helps ensure that concerns are resolved quickly, fairly, and as close to the source of the problem as possible.

2. General Approach to Handling Complaints

The Management Committee believes that most complaints can be resolved informally through discussion — either by telephone, email, or an in-person meeting involving the relevant individuals.

We aim to:

- Acknowledge complaints within five working days.
- Provide a full response within two weeks.
- If a complaint involves complex issues, we will notify the complainant within two weeks and provide an estimated timescale for a full response.

Throughout the process, our aim is to resolve the matter as quickly, respectfully, and effectively as possible.

All complaints will be taken seriously, and every complainant will be treated with courtesy, fairness, and confidentiality (where appropriate).

Complaints Procedure

Eversley Village Hall aims to foster an inclusive and supportive environment for all users. Any individual who believes they have been subject to discrimination, harassment, or unfair treatment in relation to the hall's activities or policies has the right to lodge a complaint.

To make a complaint, individuals should:

1. **Inform the Hall Management:** A complaint should be made in writing to the Trustees or the designated hall manager at the earliest opportunity. The complaint can be submitted via email at eversleyvillagehall@outlook.com or by post to the hall's address.
2. **Provide Details:** The complaint should include a clear description of the incident, including the date, time, location, and individuals involved (if known). Any evidence supporting the complaint should be included where possible.
3. **Investigation:** Upon receiving the complaint, the Trustees will conduct a fair and impartial investigation. The complainant will be informed of the investigation process and the outcome in writing, typically within 10 working days.
4. **Action:** If the complaint is upheld, appropriate action will be taken to address the issue. This may include a review of policies, a meeting with the individual(s) involved, or other actions as necessary.
5. **Appeal:** If the complainant is dissatisfied with the outcome of the investigation, they may appeal the decision. Appeals should be made in writing and will be reviewed by a different set of Trustees to ensure impartiality.

Review and Monitoring

The Trustees will review this Equality & Access Policy annually to ensure its effectiveness and compliance with the Equality Act 2010. Any changes to legislation or circumstances that may affect the hall's accessibility or equality practices will be incorporated into the policy as required.

Policy Review and Approval

This policy will be reviewed annually by the Management Committee or sooner if legal or operational changes occur.

Approved by: Eversley Village Hall Management Committee
Date: March 17th 2026

