



Woolpit Village Hall Charity (RCN 275859)

Mill Lane, Woolpit, Bury St. Edmunds, IP30 9QX

1. Introduction

1.1 The Woolpit Village Hall Trustees are responsible for approving a complaints policy and procedure.

1.2 The chair or secretary will report to the Trustees the nature and number of complaints and the responses.

2. Purpose:

This policy sets out how the Woolpit Village Hall Charity handles all complaints. The trustees are committed to ensuring that all users, volunteers, staff and stakeholders are treated fairly and with respect. If something goes wrong or you are dissatisfied with any aspect of our work, we would like to know about it. Complaints help us understand how we can improve.

3. Complaints that WVHC can consider:

3.1 Any concern relating to a hire of the Village Hall

3.2 About how a concern has been dealt with by WVHC

3.3 Hirers experiencing discourtesy or rudeness from any other hirer of the hall.

3.4 Any allegations of discrimination

3.5 Not answering complaints fully and promptly

3.6 That relates to the condition of the Village Hall

4. Making a complaint

4.1 Should you wish to make a complaint, please email secretarywvh@gmail.com and include as much information as you are able to provide

4.2 You can also make your complaint by writing to:

The secretary, Woolpit Village Hall, Mill Lane, Woolpit, IP30 9QX

5. Complaints

5.1 Complaints in respect of any aspect of WVHC will be handled in the first instance by the Chair, liaising with other Trustees where appropriate.

5.2 When we consider your complaint, we will respond to you in a timely manner by letter or email, usually within 5 working days, explaining the process for handling the complaint and when you can expect to receive a full response. Depending upon the complexity of the complaint, this would normally be within 20 working days.

5.3 If WVHC determines that your complaint is justified, you will receive details of the steps that the charity trustees will implement to try to prevent the issue from occurring again.

5.4 If you are not satisfied with the response, you have the right to appeal.

5.5 Complaints must be raised in writing within 7 days of an issue arising.

6. Right to appeal

If you are not satisfied, you may ask the trustees to reconsider the decision. In this case a panel of trustees not involved in the original complaint will review the documentation and outcomes. If there are not sufficient trustees, the Woolpit Parish Council will be asked to provide councillors to support the enquiry.

7. Complaints about WCCC Trustees

7.1 The Chair is responsible for investigating and responding to complaints against Trustees.

7.2 If any complaint involves the Chair, this will be referred to the Secretary to investigate.

7.3 The above complaints procedure will then be followed

Version Number	Date Agreed	Review Date
1.0	19 December 2025	