



KINGSTON VILLAGE HALL TRUST

Comments and Complaints Policy

The Kingston Village Hall Trustees are committed to maintaining a strong partnership with members of the local community and other users of The Barn and King Georges Field.

We are open to feedback and comments about our work, both positive and negative, as these can provide us with valuable information about our effectiveness and how we can better meet our aims within the financial resources available.

We hope that the adoption of a clear complaints procedure will help to ensure that most complaints are resolved quickly and smoothly and as close to the source of the misunderstanding or problem as possible.

Our Procedure for Handling Complaints

We believe that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting of the key people involved.

We aim to acknowledge formal complaints within five working days and give a full response to complainants within two weeks. If the complaint is judged to involve complex issues, complainants will be informed within two weeks when they can expect a full response. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.

Stage One: Informal Complaints

Informal comments or complaints may be raised with any Trustee, who will investigate and if necessary discuss with other people who may be involved. It is hoped that a resolution will be achieved within five working days through telephone or face to face discussion. Exceptions to this may arise if financial or contractual constraints prevent an immediate resolution, and if this is the case the Trustee will refer to the Trust Board. Complainants who remain dissatisfied at this stage will be informed that they have the opportunity to make a formal complaint.

Stage Two: Formal Complaints

Formal complaints should be made in writing and will normally be investigated by the Chairperson in the first instance. The findings of any investigation will be discussed with Board Members with a suggested resolution, and then communicated in writing to the complainant. Should there be any outstanding problems face to face discussion with Board Members will be offered in an attempt to resolve those issues.

If the complaint directly concerns the Chairperson complainants should contact the Secretary, who will consult with the rest of the Board members and coordinate a response.

Stage Three: Reporting Serious Concerns

As a Registered Charity the Kingston Village Hall Trust is accountable to the Charity Commission under the Charities Act 2011. Any serious concerns about the Charity, such as not doing what it claims to do; losing lots of money; harming people; being used for personal profit or gain; or being involved in illegal activity; should be reported using the complaints form on the Charity Commission website.

Reporting: A record of all informal or formal comments or complaints will be maintained, and a summary presented to the Annual General Meeting.

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