



Welwick Parish Hall

North Lane, Welwick, HU12 0SJ

Charity Reg. No.1083040

COMPLAINTS POLICY

Written – July 2025

Review – July 2027

The trustees of Welwick Village Hall are committed to providing a clean and safe venue for to the benefit of the people who use, hire or volunteer in the hall. Where the trustees directly provide activities in the hall, they are committed to the activities being safe and appropriate to users and volunteers.

This policy is to address complaints regarding the venue, trustees, volunteers or events put on by the trustees. Where a complaint is against a hirer, the trustees may refer this to the organisation or person concerned.

The trustees seek to resolve complaints as quickly as possible.

Minor complaints may be addressed in person, for example complaints may be regarding heating in a room, or lack of hand-washing gel, and will be dealt with immediately.

More substantial complaints should be made in writing within 2 weeks of the event and addressed to Gillian Smith (Chair of Welwick Village Hall) Pergamos, Main Street, Welwick HU12 0RY and include the nature of the complaint, date the issue arose, any person that the complaint is against (if relevant) and the name of the event, as well as the complainant's name and contact details. This will be acknowledged in writing by the Chair of Trustees within 7 days of receipt. Any issues of safeguarding will immediately be referred to the East Riding Safeguarding team by the Chair.

Written complaints will be investigated by two trustees and findings presented at the next trustee meeting to determine any further action. Any issues of safeguarding will immediately be referred to the East Riding Safeguarding Team. Any lessons learned from the complaint will be put into practice as soon as is practicable.

A written response will be sent to the complainant within 2 months of receipt of complaint.

Where a complainant is not satisfied with the outcome they may make a complaint to the Charity Commission.

In the event of serial facetious, vexatious or malicious complaints, the trustees may consider taking legal advice before responding.