

HUNSTON VILLAGE HALL
Serving the community of Hunston and surrounding
Hunston Village Hall Selsey Road, Hunston, PO20 1AW



Complaints Policy

Reviewed and Updated: 4 January 2026

Next Review Date: 4 January 2027

1. Introduction

Hunston Village Hall is committed to providing a welcoming, safe, and well-maintained facility for all users. We aim to provide high-quality services and respond promptly to any issues that may arise. This Complaints Policy sets out how users, visitors, and members of the community can raise concerns or complaints and how these will be addressed.

2. Purpose

The purpose of this policy is to:

- Ensure complaints are handled fairly, consistently, and promptly.
- Provide a clear procedure for raising complaints.
- Encourage feedback to improve services and facilities.

3. Scope

This policy applies to:

- Users and hirers of Hunston Village Hall.
- Members of the public visiting the hall.
- Volunteers and staff working at the hall.

This policy does not cover employment-related complaints or issues covered under separate procedures.

4. Definition of a Complaint

A complaint is defined as:

“An expression of dissatisfaction, whether justified or not, about the facilities, services, staff, or volunteers at Hunston Village Hall.”

5. How to Make a Complaint

Complaints can be made:

- **In writing:** Addressed to the Parish Clerk, Carol Smith via email: clerk@hunstonparishcouncil.gov.uk or by post: *Hunston Village Hall, Selsey Road, Hunston, PO20 1AW*

All complaints should include:

- Name and contact details of the complainant.
- Date of the incident or concern.
- A clear description of the complaint.
- Any supporting evidence, if applicable.

6. Procedure for Handling Complaints

1. **Acknowledgement:** Complaints will be acknowledged within **5 working days** of receipt.
2. **Investigation:** The Trustee or designated staff will investigate the complaint promptly, gathering relevant information.
3. **Response:** A written response will be provided within **20 working days** of the acknowledgement, detailing:
 - Findings of the investigation.
 - Any action taken or proposed.
 - Options for escalation, if the complainant is not satisfied.
4. **Record Keeping:** All complaints and outcomes will be recorded and kept confidential in accordance with data protection laws.

7. Confidentiality

All complaints will be treated confidentially. Information will only be shared on a need-to-know basis to investigate and resolve the complaint.

8. Review

This Complaints Policy will be reviewed annually by the Trustee of the Hunston Village Hall to ensure it remains effective and reflects best practice.

Signed by: Carol Smith

Name (Hunston Village Hall Trustee): Carol Smith

Date: 4th January 2026