

# Village Hall Complaints Procedure

(Version 1.0 Sept 2026)

The West Wickham Village Hall Management Committee (Management Committee) aims to provide a safe, welcoming and well-managed facility for all users. We recognise that, from time to time, concerns or complaints may arise. This procedure sets out how complaints should be raised and dealt with.

## 1. Complaints during a booked event, activity or session

Where a complaint relates to something that happens during a booked event, activity, class, meeting or session, the individual should first raise the matter with the person responsible for that booking. This may be:

- the host;
- the hirer;
- the organiser;
- the instructor;
- the group leader; or
- the person running the session.

The hirer or organiser is responsible for managing their own event or session and should make reasonable efforts to deal with complaints or concerns raised at the time.

## 2. If the matter cannot be resolved at the time

If the hirer, host or organiser is unable to deal with the complaint, or if the complainant is not satisfied with their response, the complainant may refer the matter to the Management Committee.

Complaints to the Management Committee should normally be made in writing, by email, and should include:

- the complainant's name and contact details;
- the date and time of the incident or issue;
- the event, booking or session concerned;
- a brief description of the complaint;
- what action has already been taken, if any; and
- what outcome the complainant is seeking.

## 3. Contacting the Management Committee

Complaints that need to be referred to the Management Committee should be sent by email to: [hall\\_committee@westwickham.org](mailto:hall_committee@westwickham.org)

The Standard Terms and Conditions of Hire, including the responsibilities of hirers, can be found here: <https://westwickham.org/hall/terms-and-conditions/>

## **4. Notification by the hirer**

Where a complaint is made to a hirer, host or organiser and is resolved satisfactorily, it will not normally be necessary for the Management Committee to be involved.

However, the hirer, host or organiser should notify the Management Committee if:

- the complaint relates to health and safety;
- the complaint involves damage to the hall, its equipment or its grounds;
- the complaint relates to safeguarding, discrimination, harassment or threatening behaviour;
- the police, emergency services or any statutory authority are involved;
- the matter may affect future bookings or use of the hall; or
- the complaint cannot be resolved satisfactorily at the time.

## **5. How the Management Committee will deal with complaints**

When a complaint is received by the Management Committee, it will normally be acknowledged within a reasonable time.

The Management Committee, or a nominated representative of the Management Committee, may then:

- ask the complainant for further details;
- ask the hirer, host or organiser for their account of what happened;
- speak to any relevant witnesses;
- review any relevant booking forms, hire terms or hall policies;
- consider whether any action is required.

The Management Committee will aim to deal with complaints fairly, proportionately and without unnecessary delay.

## **6. Possible outcomes**

Depending on the circumstances, the Management Committee may decide to:

- take no further action;
- provide an explanation or apology where appropriate;
- remind a hirer or user of their responsibilities;
- require changes to future bookings or activities;
- recover costs for damage or additional cleaning;
- refuse or restrict future bookings;
- amend hall policies or procedures; or
- take any other action the Management Committee considers reasonable.

## **7. Serious or urgent matters**

Any complaint involving immediate danger, criminal behaviour, violence, serious harassment, safeguarding concerns or a medical emergency should be dealt with urgently. Where appropriate, the police, emergency services or relevant safeguarding authority should be contacted immediately.

Such matters should also be reported to the Management Committee as soon as reasonably possible.

## **8. Management Committee decision**

The Management Committee's decision on complaints relating to the management, use or hire of the Village Hall will normally be final.

The Management Committee will keep a record of complaints referred to it and any action taken.

## Addendum (Internal Use Only)

### **Complaints directly received by, or concern expressed to, a member of the management committee the member**

If a complaint is received by, or concern expressed to a member of the management committee the member will contact the Chair and Vice Chair with a short briefing paper setting out:

- the nature of the complaint or concern;
- who raised it, unless confidentiality is required;
- any relevant background information;
- any proposed remedy or course of action; and
- an initial assessment of any likely impact.

Where relevant, the briefing should consider the possible implications for:

- legal or regulatory compliance;
- insurance requirements or cover;
- the fabric, condition, safety or operation of the building;
- the hire agreement or hall rules;
- regular clubs, groups, hirers and other hall users;
- costs, maintenance or operational responsibilities; and
- reputational or community impact.

The concern and briefing paper will be circulated to the Committee members to be considered by the quorate Committee at the next Management Committee meeting

If the concern is considered urgent by the Chair or Vice Chair a Committee will be convened, either electronically or in person in the Hall, to consider the impact and the response.