

## **PRISTON VILLAGE HALL MANAGEMENT COMMITTEE COMPLAINTS POLICY**

This procedure is designed only for any complaints which cannot be satisfied informally by the Chairperson or another Trustee

The Complainant should be asked to put the complaint in writing to the Chairperson or Secretary.

The letter should be formally acknowledged.

The Chairperson should appoint two [2] people to investigate the complaint (it can be the Chairperson + 1 other trustee) and then report the matter in full to the Village Hall Committee either by email or by calling a special meeting.

A decision should then be agreed by the Committee, and the Complainant notified, within two [2] weeks of the referral to the Committee.

All correspondence should be kept under a "Complaints" file in the Village Hall archives as maintained by the Secretary.

January 2026