

# Complaints and Whistleblowing Policy

This policy aims to help you understand the complaints procedure managed by Needingworth Village Hall Trust.

Signed: (On behalf of the Trust) Debbie Williams

Position: Chair

Date adopted and signed: confirmed in monthly committee meeting on the 21<sup>st</sup> November 2024.

This document will be reviewed bi-annually or when changes occur which may impact the policy e.g change in definition as in statute.

The next review is due on the 21st November 2027

## Complaints Policy Principles

- **What can you complain about?**

If you think the Trust has failed to provide a satisfactory standard of service, please let the Trust know by completing the complaints form in this policy. Your complaint may be about the quality of the facilities, safety of the users, the handling of a particular situation or issue or any other matter.

- **Who will deal with your complaint?**

All complaints should be sent to the Chair of the Trust who will address the issue and respond in writing. If you are not happy with the response, then you will be invited to address your complaint to the whole committee, who will listen to your concerns, consider the issues and decide what further actions are to be taken if any.

The Trust will take every complaint seriously and the Trust will treat everyone who complains with respect and courtesy.

- **When will you hear from the Trust?**

The Trust will let you know that they have received your complaint within 10 working days. They will write to you or telephone you.

In most cases you will receive a full written response to your complaint within 20 working days. If the Trust cannot give a full reply in this time, they will write to you and let you know why and how they are dealing with your complaint.

If the complaint is complex, the Trust aim to let you have a full reply as soon as they can.

Any safety concerns that would endanger a Village Hall user, would be dealt with immediately when a complaint is received.

## Needingworth Village Hall Complaints Form

Please use this template to make your complaint, but if you prefer you can write a letter or telephone.

1. Name:
2. Organisation (if applicable):
3. Address (including post code):
4. Telephone:
5. E-mail:
6. Tell us about your complaint, clearly outlining:
  - Why are you not satisfied?
  - What do you want us to do to put things right?
7. Have you tried to resolve your complaint before?
  - If “yes”, when and how?
8. Any other comments?

Signed:

Print name:

Date:

## **Needingworth Village Hall POLICY ON PUBLIC INTEREST DISCLOSURE (Whistle Blowing Policy)**

The Needingworth Village Hall Committee (the Trust) is committed to ensuring the highest possible standards of care and the highest possible ethical standards in delivering the services it provides. This policy demonstrates the Trust's commitment to recognise and take action in respect of malpractice, illegal acts or omissions by the Trust members, staff, hall users, and/or volunteers. It is the responsibility of all committee members, staff and volunteers to ensure that if they become aware that the actions of other committee members, Village Hall users or volunteers might compromise this objective, they will be expected to report the matter in the safe knowledge that this matter will be treated seriously and sensitively.

### **Scope of The Policy:**

The policy applies to all Committee members, staff and volunteers. Situations may arise when it is not appropriate or the "concerned" person feels unable to report incidents to the most "available" committee member.

These may include:

- Malpractice or ill treatment of a child, young person and/or vulnerable adult.
- Suspected fraud.
- A criminal offence is, has or likely to be committed.
- Disregard for legislation e.g. health and safety legislation.
- Damage to the environment.

This list is not exhaustive.

### **Procedure for Reporting:**

1. All committee members, staff and volunteers who reasonably believe they have concerns as described on the complaints form, are encouraged to discuss them with the person(s) involved.
2. In certain cases it is recognised that individuals may be reluctant to voice their concerns, particularly if the conduct or action of a colleague is involved. If this situation is applicable, the person is requested to discuss their concerns with the Chair of the Village Hall Trust.
3. The Trust will do its utmost to ensure that a "concerned" person feels able to raise such concerns confidentially and without fear of subsequent action being taken against them.
4. In all cases, the "concerned" person has the right to discuss their concerns with the Chair of the Village Hall Trust.
5. All committee members, staff and volunteers are reminded of their obligations with regard to confidentiality and to only discuss concerns on "a need-to-know basis".

### **The Trusts Responsibilities:**

These are as follows:

1. Take the concern seriously
2. Consider the issues fully and sympathetically

3. Recognise that raising a concern can be a difficult experience for some
4. Seek advice where necessary
5. Treat the matter confidentially
6. Reassure the “concerned” person about protection in the event of possible reprisals or victimisation.

The “concerned” person will receive an initial written response within 5 working days, including details of any further action to be taken, and a full written response within 20 working days of the completion of the investigation.

If the “concerned” person is not satisfied with the outcome, the Trust recognises the right of individuals to pursue the matter further. The full committee would be called together to consider the concerns. Confidentiality is a priority in such sensitive situations.

**Concerns about the Trust Chair:**

If the concerns were about the Chair, the Vice Chair would consider the complaint.