

WETHERSFIELD VILLAGE HALL CIO

Charity No 1171017

Complaints Policy

Any complaint should in the first instance be made to any trustee who will inform the board of trustees, subject to conflict of interest. The current list of trustees is available on the website <https://wethersfieldvillagehall.co.uk> under More - Team – Team Members or on the information board inside the hall near the front entrance.

The complaint can be made by verbally but must be confirmed in writing (letter, email or text). It will be investigated by a panel of three trustees, not including the chairman, in a timely manner, usually within two weeks of written receipt. The outcome of the investigation will be communicated in writing to all involved parties.

Any appeal against the finding of the investigation will be considered by a panel of three trustees led by the chairman. Findings of the appeal panel will be communicated to all involved parties, and will be final.

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