

Complaints & Whistleblowing Policy

CREECH ST MICHAEL VILLAGE HALL

Version 1.0: May 2026

1. Purpose

Creech St Michael Village Hall strives to provide a well-maintained, welcoming, and safe facility for the local community. This policy outlines how complaints or serious concerns regarding hall operations, safety, governance, or conduct will be addressed.

2. How to Lodge a Complaint

Complaints regarding hall facilities, bookings, noise, or administration should be submitted in writing or by email to the Secretary of the Management Committee.

- **Step 1 — Initial Response:** We will acknowledge receipt of the complaint within **5 working days**.
- **Step 2 — Investigation:** The Chair or a designated Trustee will investigate the matter impartially, reviewing relevant facts, booking logs, CCTV, or maintenance records.
- **Step 3 — Resolution:** A full written outcome will be provided to the complainant within **14 working days** of acknowledgement.

3. Appeals

If the complainant is unsatisfied with the outcome, they may request an appeal. The appeal will be reviewed by a panel of two Trustees who were not directly involved in the initial investigation. The panel's decision will be final.

4. Whistleblowing (Serious Concerns)

If a trustee, volunteer, hirer, or contractor has a serious concern regarding financial wrongdoing, legal breaches, gross misconduct, or severe safeguarding risks within the charity:

- Concerns should be raised directly with the Chair..
- The whistleblower's identity will be kept confidential wherever possible.
- If the concern involves the Trustees as a whole, the matter may be reported directly to the **Charity Commission** or relevant statutory authority (e.g., Somerset Council or the Avon & Somerset Police).

Policy Review

This policy is reviewed annually by the Management Committee prior to the AGM.