



Stroud Village Hall & Residents Association

Complaints Procedure

Stroud Village Hall Trustees and Management Committee are committed to maintaining a strong partnership with the local community and all the users of the Village Hall and surrounding grounds.

If any user of Stroud Village Hall or member of the local community are unhappy about the standard of service provided, the quality of the facilities within the Hall or surrounding grounds, the safety of users, the handling of a particular situation or issue, or any other matter, the Management Committee would wish to work to rectify this.

Procedure for Handling Complaints:

1. The Management Committee believes that most complaints can be resolved satisfactorily by informal discussion either over the telephone or through a meeting with the people involved.
2. Stroud Village Hall Trust Management Committee aims to acknowledge any complaints as soon as possible.
3. If the complaint is judged to involve complex issues, complainants will be informed within two weeks when they can expect a full response. The main aim throughout the process is to resolve the matter as quickly and effectively as possible, to everybody's satisfaction.
4. Any safety concerns that would endanger a user of Stroud Village Hall will be dealt with as soon as possible. Please contact the Hall Manager or in their absence, any available committee member. Telephone numbers for Trustee Keyholders can be found on the main entrance doors to the hall.
5. Stroud Village Hall Management Committee will take every complaint seriously and will treat everyone who complains with respect and courtesy.

Stage One: Informal Complaints

Informal complaints should be raised with the Hall Manager in the first instance, either by email to manager@stroudvillagehall.org or by telephone on 07915 092660.

Should it not be possible to reach a mutually satisfactory resolution after an informal discussion, the complainant will be then given the opportunity to make a formal complaint.

Stage Two: Formal Complaints

Formal complaints should be made in writing and will normally be investigated by the Chairperson and/or another committee member prepared to assist in the first instance.



If the complaint directly concerns the Chairperson, complainants should contact the Treasurer or Secretary who will consult with the rest of the committee members.

A written response will be given by the Chairperson [or responsible committee member] to all formal complaints.

Monitoring, Evaluation and Review

Stroud Village Hall Management Committee will review the outcome of all complaints in public at their Annual General meeting. The policy will be reviewed annually.

Complaints Policy and Procedure

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