

Addingham Civic Society

Complaints Policy



Introduction

Addingham Civic Society is committed to providing a high level of service to its members. If you have a complaint please get in touch as soon as possible as this will help us to respond and improve our standards.

Types of Complaints

Our Policy only covers complaints raised relating to the following:

- The standard of service we provide
- The behaviour of Trustees, members or volunteers
- The charity's policies, communications, resources, or decisions

Our Policy does not cover complaints raised concerning the following:

- Whistleblowing complaints (such as criminal matters - which should be reported to the Police, or serious Regulatory breaches – which should be referred to the relevant Regulator)
- Complaints which we have already dealt with via this Policy
- Anonymous complaints – we cannot reply to such complaints but will carefully consider if action is needed
- Complaints by Third Parties – unless they are acting as an advocate for you and with your consent
- Complaints which are inappropriate (we will not accept vexatious, malicious, abusive, frivolous or other inappropriate complaints)

Procedure

If you have a complaint please contact a Trustee at the time of the problem. The Trustee may discuss the issue with one of the Officers of the Society. If the problem can be resolved immediately we will do so. Where at all possible, complaints will be dealt with informally in the first instance. Most complaints can be resolved in this way, avoiding the need for more formal investigation.

Privacy

By using our Complaints Procedure you acknowledge that we have a legitimate interest in using your personal data for the purpose of dealing with your complaint (further information can be found in our Data Protection Policy).

We will endeavour to treat information related to the Complaint as confidential. However, in some cases the law will oblige us to refer matters to the Police, or to a Regulator etc. In addition, a person has the right to be told about a complaint against them and the evidence involved. We will try to ensure that your identity as the source of a complaint is not revealed without your consent, however it may be that the nature of the allegations or evidence indicates their source.

Formal Complaints Procedure

If the problem is more serious please contact the Honorary Secretary in writing. Explain that the informal procedure did not resolve the complaint and that this is a formal complaint. Describe the nature of the complaint, including as much factual detail as

possible. Send your complaint to secretary@addinghamcivicsociety.co.uk or by letter to the Society Secretary whose address can be found on the Society website.

Within 2 – 5 days of receipt your complaint will be acknowledged in writing. You will be asked to confirm or explain further detail if necessary.

Your complaint will then be investigated. This will normally involve the following steps:

- I. The Trustee who dealt with your complaint will send a written response, normally within 5 days of receipt of your confirmation or further detail.
- II. If the complainant or Trustee believes that the issue has not been resolved he/she should, within 5 days, request a meeting or a telephone conversation to discuss and hopefully resolve the complaint. If a meeting is arranged the complainant may be accompanied by a friend.
- III. Following such a meeting or telephone conversation the Society will confirm in writing the outcomes and any solutions agreed.
- IV. If you prefer not to, or are not able to attend a meeting, or hold a telephone conversation you will be sent a detailed reply to your complaint. This will include suggestions for resolving the matter.

Appeal

At this stage, if you are still not satisfied you can write to us again. You will receive a written reply within 10 – 14 days confirming our final position on your complaint and explaining our reasons.

Further Action

We very much hope that once a decision has been made about your complaint, you will be satisfied with the outcome. However, once an Appeal has taken place, this will exhaust the charity's Internal Complaints Procedures, and no further Appeal will be accepted. In certain cases you may be able to refer the matter Externally (e.g. to a Regulator, or to an Ombudsman), and we will provide further information in this respect.

Complimentary Feedback

If you wish to compliment the Society's services, volunteers or trustees contact us at secretary@addinghamcivicsociety.co.uk

This policy replaces the 2010 policy and was adopted at a meeting of the Trustees on 13th April 2021

Signed: *Jim Robinson*

Position: Chairman

Date: 13th April 2021