

COMPLAINTS POLICY

The Delius Society welcomes feedback from its members. We recognise that occasionally something can go wrong, and we seek to resolve complaints swiftly and amicably. Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for any member wishing to make a complaint
- To investigate all complaints fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved

Complaints may come from members verbally, in writing or electronically and will be treated with confidentiality. Only those who need to know will be informed, and data protection requirements will be adhered to.

Procedure

First Stage

Complaints should be addressed in the first instance to the Secretary. The complaint will be acknowledged and a substantive response provided within four weeks, unless the investigation requires more time, in which case, a progress report will be sent.

Second Stage

If a complainant is not satisfied with the response, the complainant may refer to the Committee. The matter will be investigated on behalf of the Committee by a different person from the first stage investigator. The response of the Society after the conclusion of the second stage is final, and will be sent within four weeks of receipt of the second stage complaint, unless the investigation requires more time, in which case, a progress report will be sent.

External Stage

The complainant can complain to the Charity Commission at any stage.

www.charitycommission.gov.uk

Annual Review

Complaints will be reviewed annually by the Committee to identify any lessons or trends.

Policy approved by trustees: January 2023