



Registered Charity No 1156662

BUCKINGHAM CANAL SOCIETY

COMPLAINTS POLICY

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buckinghamcanal.org.uk

Introduction

The Buckingham Canal Society aims to provide high quality outcomes and services which meet the needs of our members, volunteers, staff, partners, neighbours and the public in general.

We believe we achieve this most of the time: if we are not getting it right please let us know.

Tell us

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know of for any reason you are not satisfied with your dealings with the organisation.

- If you are not happy with the Buckingham Canal Society, please tell us
- If you are unhappy about any specific service or activity, please speak to the relevant Buckingham Canal Society representative, Executive Officer, or a Trustee.
- If you are unhappy with an individual in Buckingham Canal Society sometimes it is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the Executive Officer, or a Trustee.

Often we will be able to give you a response straight away. When the matter is more complicated we will give you at least an initial response within five working days.

Making a written complaint

- If you are not satisfied with our response or wish to raise the matter more formally, please write to the Executive Officer. (If your complaint is about the Executive Officer, please write to another Trustee.)
- All written complaints will be logged.
- You will receive a written acknowledgement within three working days. The aim is to investigate your complaint properly, and give you a reply within fourteen calendar days, setting out how the problem will be dealt with.
- If this is not possible, an interim response will be made informing you of the action taken to date or being considered.
- If after we have responded you are not satisfied, please write to a Trustee, who will report the matter to the next Committee meeting, which will decide on any further steps to resolve the situation.

Finally, please do also let us know if you are happy with Buckingham Canal Society outcomes and services.