

# The Rotary Club of Hoddesdon

## Complaints Policy & Procedure

### Policy.

Our policy is to:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint.
- Publicise our policy, so that people know how to make a complaint.
- Make sure all our members are aware of our procedures.
- Make sure all complaints are investigated fairly and in a timely way.
- Make sure that complaints are, wherever possible, resolved and that relationships are repaired.
- Gather information which helps us improve what we do.

### Procedure.

1. Complaints should be sent to the Secretary at [secretary@hoddesdonrotary.org](mailto:secretary@hoddesdonrotary.org)
2. The Secretary should ensure he/she has the complainant's name, address and telephone number and should advise the complainant of his/her (the Secretary's) phone number and address and the fact that we have a complaints procedure.
3. If appropriate, the complainant should be asked to send a written account of the complaint to the Secretary.
4. The Secretary should try to resolve the matter with the complainant and (if appropriate) the club member involved, and also inform the President.
5. Should the matter be not so resolved, the Secretary must raise the matter at the next meeting of Club Council, to decide if the complaint is upheld, or not. The decision of Club Council should be communicated to the complainant, describing how the complaint was investigated, the conclusions of the investigation and any action taken as a result of the complaint.
6. The aim is that the complainant should receive a definitive reply within 5 weeks.

This policy and procedure was approved by Club Council on:

And by the Trustees on:

The policy and procedure should be reviewed at least every three years.

Signed: \_\_\_\_\_

President

Date: \_\_\_\_\_

Signed: \_\_\_\_\_

Chairman of Trustees

Date: \_\_\_\_\_

Date of next review: April 2018.