

The Study Society Complaints Policy

Complaints Policy

The Study Society views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person that has made the complaint.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at the Study Society knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and relationships repaired
- To gather information which helps us to improve what we do

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Study Society.

Where Complaints Come From

Complaints may come from a member of the Society or anyone attending a class or an event being run by the Society.

This policy does not apply to events run by other organisations who have hired the Society's premises at Colet House. However, that does not preclude complaints to the Society about such organisations.

This policy does not apply to Society staff, who should use the Society's Discipline and Grievance Procedures.

How Complaints Are Made

A complaint can be received verbally, by phone, by email or in writing. Where complaints are received by telephone or verbally, the details of the complaint will be written down and the person complaining will be asked to confirm that this is an accurate record of the complaint. This will be done to ensure that any discussions that take place about the complaint do not change any of its detail or focus due to the absence of a fixed reference point.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

Review

This policy is reviewed regularly and updated as required.

Approved by the Board of Trustees on 5th May 2015