

COMPLAINTS PROCEDURE

OUR COMMITMENT TO MEMBERS AND THOSE WHO ATTEND LONDON BRANCH EVENTS

We aim to ensure that:

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to help us improve

What is a complaint?

A complaint is when you inform us in, writing, if you are not happy about any aspect of the work the Committee of London Branch does on your behalf or if you have a problem with an Officer or Member of the Committee.

How to make a complaint

If you wish to make a complaint you can contact the Branch Secretary at the following email address: secretary@rscdslondon.org.uk

Your complaint will be fully investigated and a response issued within four weeks.

If you are unhappy with the response you can write to the Branch Chair at the following email address: chairman@rscdslondon.org.uk The Chair's decision will be final.

If your complaint concerns the Branch Secretary you can address your complaint to the Branch Chair at chairman@rscdslondon.org.uk

If your complaint is about the Branch Chair, you can address your complaint to the Branch Secretary at the following email address: secretary@rscdslondon.org.uk

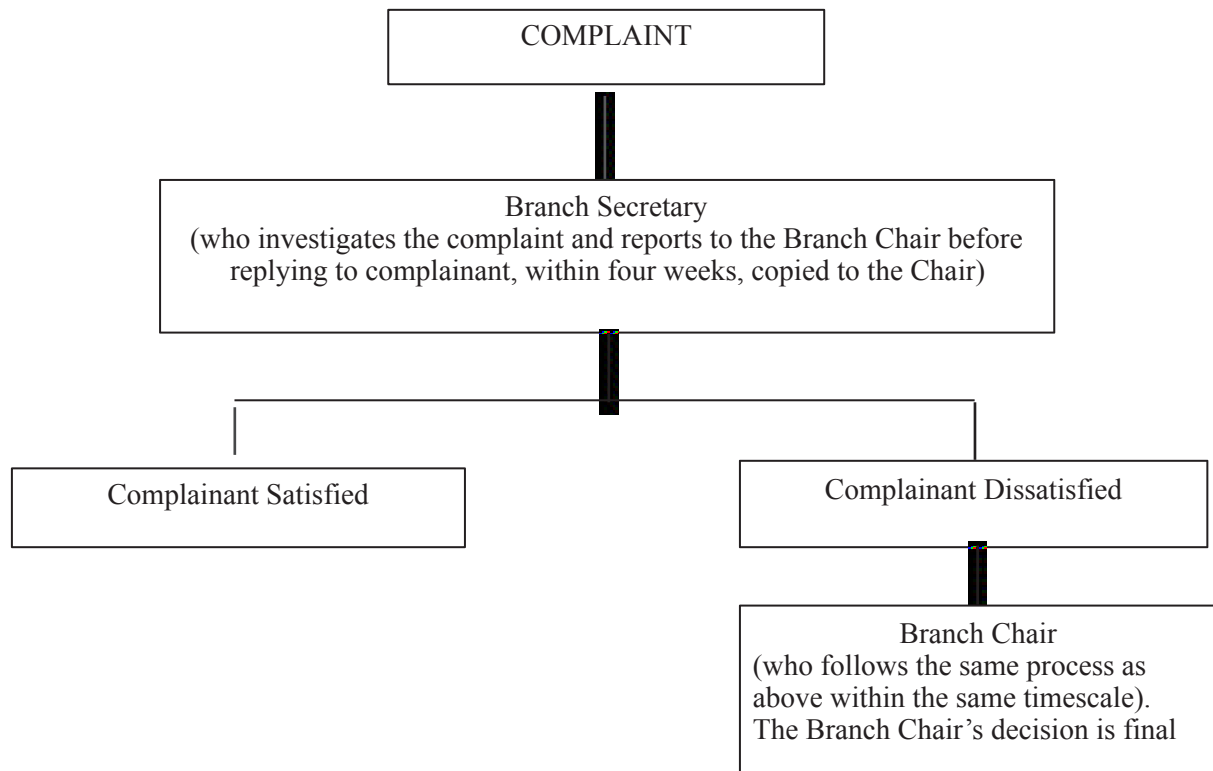
Statement of Confidentiality

The Officers and Committee of RSCDS London Branch shall not disclose the confidential nature of the information received from the complainant unless required to do so by law.

Promoting Scottish Country Dancing in the London area

www.rscdslondon.org.uk

RSCDS LONDON BRANCH COMPLAINTS PROCEDURE



Complaint about the Branch Secretary – same procedure as above, led by the Branch Treasurer, then the Branch Chair if the complainant is dissatisfied with the outcome. The Chair's decision is final.

Complaint about the Branch Chair – same procedure as above, led by the Branch Secretary, then if the complainant remains dissatisfied, the Branch Treasurer, who will convene and chair a Panel including two Trustees, past or present, as best meets the circumstances of the complaint. The Panel's decision is final.