



# Complaints Policy

## GENERAL STATEMENT OF INTENT

Tregony Clockhouse Players (the “**Group**”) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person who has made a complaint.

Our policy is:

- To provide a fair complaints procedure that 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 that all members of the group know what to do if a complaint is received.
- To make sure all complaints are investigated fairly and in a timely way.
- To ensure that complaints are, wherever possible, resolved and that relationships are repaired.
- To gather information which helps us to improve what we do.

## 1. What is a complaint?

- 1.1 A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the Group.

## 2. Where complaints come from?

- 2.1 Complaints may come from any person or organisation who has a legitimate interest in Tregony Clockhouse Players – including members, other organisations, or members of the general public.
- 2.2 A complaint can be received verbally, by phone, by email or in writing.

### 3. Confidentiality

- 3.1 All complaint information will be handled sensitively following relevant Data Protection legislation.
- 3.2 Only those directly involved in the case who need to access the information in order to deal with the complaint will be able to obtain relevant confidential information.

### 4. How to complain

- 4.1 Our aim is to deal with any complaint as soon as possible.
- 4.2 Complaints should be made to the Chair, who can be contacted in person or via the Tregony Clockhouse Players website.

### 5. How will my complaint be investigated?

- 5.1 **The Chair will appoint a committee member to conduct an investigation into the complaint.**
- 5.2 **The complainant will be invited to meet with the committee to discuss their complaint.**
- 5.3 **The investigation findings will be presented to the committee, who will decide if and what action may be necessary to take.**
- 5.4 **The complainant will be informed of the decision of the committee within seven days of the committee meeting.**

Signed: 

Position: CHAIR

Date: 16/5/24

Review Date: May 25

