



Complaints Procedure

The Knowle Society operates a procedure for handling any complaints that may be made about the Society or individual officers or members of the Society.

The Society will strive to deal with any complaint regarding its officers, members or activities as expeditiously and fairly as possible.

It is expected that most complaints will be resolved by informal discussions. If this is not successful then the following procedures will be implemented:

1. The complaint should be made in writing to the Hon Secretary at the Registered Office of the Society, or by email to secretary@knowlesociety.org.uk, by the person making the complaint providing sufficient detail for an investigation to proceed.
2. An acknowledgment of the letter or email will be made by the Hon. Secretary within 14 days of the date of such communication.
3. The Hon Secretary will consult the Vice Chairman and a Trustee Director not implicated in the complaint will be asked to undertake an investigation of the complaint. If the complaint relates to a specific person, they should be informed and given full opportunity to respond to the matters raised. The investigating TD will present a written summary of the investigation and recommendations to either uphold or reject the complaint to the Vice Chairman and Hon Secretary.
3. Following consideration of this report, a written response will be made to the complainant within 8 weeks of the date of the letter.
4. If the complainant is still not satisfied, a meeting between the complainant and the Chairman and Hon Treasurer will be arranged by mutual agreement, normally within a further 3 weeks, at a place acceptable to both parties. Minutes of the meeting will be taken, and a copy sent to the complainant.
5. If the problem is still unresolved, the complainant will have the right to address the next full meeting of the Trustee Directors of the Society.

6. If the situation remains unresolved, and the matter is one with which Charities Commission may be involved, the complainant will be given the address of the Charities Commission for further representation to be made. Otherwise, the decision of the Knowle Society Trustees is final.

If any Officers of the Society are directly involved in the complaint or are unavailable for a period of two or more weeks, then the other Officers should agree for another experienced Trustee Director to substitute for them in the stages above.