

ROYAL SCOTTISH COUNTRY DANCE SOCIETY - BRISTOL

Registered Charity No. 1059608 website: www.rscdsbristol.info

Complaints Policy

Our commitment to Branch Members and other dancers

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 review and improve our service

What is a complaint?

A complaint is when you tell us you are not happy about something. It can be about anything and could include for instance:

- When we give you the wrong information
- When you consider you have received a poor quality service
- When you have a problem with a branch member or other dancer

How to make a complaint

If you wish to make a complaint you can contact the Branch Secretary:

By email to: secretary@rscdsbristol.info

In writing to the Secretary at a class session.

Your complaint will be fully investigated, and a response issued within 21 working days.

If you are unhappy with the response you can contact the Branch Chairman using the email as on the notice board or in writing at a class session.

The Chairman's decision will be final.

If your complaint concerns the Branch Secretary you may initiate your complaint by contacting the Chairman Elect if in post or if not the Membership Secretary. Their contact details will be on the notice board. If you are not satisfied with the response you may escalate your complaint to the Branch Chairman as above.

If your complaint concerns the Branch Chairman you can write in the first instance to the Branch Secretary or Chairman Elect if in post who will together investigate the matter and respond as above. In the case that you are not satisfied with the outcome the Secretary will take your complaint to the Trustees of the Branch who will elect a panel of three trustees (past or present as best meets the circumstances) to consider the matter. The panel's decision will be final.

If your complaint concerns matters relevant to the whole Scottish Dancing community beyond the Branch itself you may escalate your complaint if dissatisfied with the outcome to the RSCDS Secretary/Executive Officer by email to info@rscds.org or in writing to

The Royal Scottish Country Dance Society
12 Coates Crescent
Edinburgh EH3 7AF

Date Adopted: March 2018

Document Review

Our document review policy is to maintain a separate document detailing:

- Our review policy
- Each of our policies and the date it was adopted
- The date the policy was last reviewed.