



ROYAL SCOTTISH COUNTRY DANCE SOCIETY - BRISTOL

Registered Charity No. 1059608

website: www.rscdsbristol.info

COMPLAINTS POLICY

OUR COMMITMENT TO BRANCH or Non-BRANCH MEMBERS.

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

- ⊙ When we give you the wrong information
- ⊙ When you receive a poor quality service
- ⊙ When you have a problem with a branch or non-branch member.

How to make a complaint

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

By email secretary@rscdsbristol.info

In writing to the Secretary or Chairman at a class session.

Or to the RSCDS Secretary/Executive Officer.

By email to: elizabeth.foster@rscds.org

In writing to: Elizabeth Foster, Secretary/Executive Officer

The Royal Scottish Country Dance Society,

12 Coates Crescent,

Edinburgh, EH3 7AF

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

If you are unhappy with the response you can write to the RSCDS Chairman, at the above address. The Chairman's decision will be final.

If your complaint concerns the RSCDS Secretary/Executive Officer or the RSCDS Chairman, you can write in the first instance to the RSCDS Chairman Elect at the RSCDS address above.

February 2015