

Wilmslow Guild

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Principal
Classification: General

Charity No. 1151387
Company No. 8331345

Complaints

Policy and Procedures

1. Overview

1.1 Wilmslow Guild aims to provide a broad curriculum of high quality liberal lifelong learning. All complaints regarding the charity and or its provision of activities are always taken seriously.

2. Purpose

- 2.1 This policy applies to a complaint or complaints against Wilmslow Guild that a person has sustained injustice in consequence of an act or omission of Wilmslow Guild.
- 2.2 Wilmslow Guild aims to deal with all complaints openly, fairly, promptly and without prejudice.

3. The difference between a Concern and a Complaint

- 3.1 A concern is defined as: *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.
- 3.2 A complaint is defined as: *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

4. Resolving Complaints

- 4.1 Wilmslow Guild will endeavour to resolve complaints at the earliest possible opportunity.
- 4.2 Wilmslow Guild will endeavour to resolve complaints informally without engaging in formal or protracted correspondence.
- 4.3 If the complaint is about an activity, the person leading the activity should attempt to resolve all complaints by participants. If the relevant person is unable to resolve the complaint, it will pass to the Principal.
- 4.4 If the complaint is about a member of staff, this will be dealt with by the Principal.
- 4.5 If the Principal is unable to resolve the matter, or the complaint is about the Principal, the complaint will pass to the Chair of Trustees.
- 4.6 The Board of Trustees are the final arbiter.

5 Review

- 5.1 This policy will be reviewed as it is deemed appropriate, but no less frequently than every 2 years. The policy review will be undertaken by the Principal and Board of Trustees.