

## **Complaints Procedure**

If you are thinking about making a complaint, please contact a board member to see if the situation can be resolved informally.

However, if your complaint cannot be resolved informally then raise a formal complaint. All information relating to a complaint will be treated in confidence.

### **How to make a formal complaint**

All complaints should be made in writing either by letter or email sent to the Commodore\*. If the complaint is about the Commodore, individual board members or the Board itself, the letter or email should be sent to one of the Vice Presidents\*.

Your letter of complaint should:

- Include full details of the nature of the complaint
- Include your full name and address
- Include your email address (if sending your complaint by post)
- Be signed and dated

### **How will the Club deal with your complaint?**

- I. You will be sent an email acknowledging receipt of your complaint within 2 weeks (14 days) of receiving it. A copy of this policy and procedure will be attached.
- II. The Board (or a Vice President if the complaint relates to the Commodore, individual board members or the Board itself) will investigate your complaint.
- III. You will then be invited to a meeting to discuss and hopefully resolve your complaint.
- IV. Within one week of the meeting, you will be written to confirming what was agreed at the meeting.

The Club will strive to meet the procedures and timescales outlined above, however if unable to do so, will contact you to explain the reasons why.

\* The Commodore and Vice Presidents are listed on Page 1 of the yearbook. Members requiring a postal address or email address to submit a formal complaint should contact the Club Secretary.

[secretary@marconi-sc.org.uk](mailto:secretary@marconi-sc.org.uk)

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Compiled on 6<sup>th</sup> March 2024 by the Company Secretary on behalf of the MSC Board.

To be reviewed after 4 years.

Next review due March 2028