



HYTHE CIVIC SOCIETY

Registered Charity 283177

COMPLAINTS POLICY AND PROCEDURE

POLICY

- 1 Any complaint against the Society and/or a member of the Executive Committee shall be investigated and the complainant shall be acknowledged.

PROCEDURE

- 2 All complaints shall be referred to the Chairman to acknowledge the complaint, notify the person who is subject of the complaint, to investigate and to decide the complaint. The Chairman shall then inform both the complainant and the person the subject of the complaint of the outcome.
- 3 If the complaint is against the Chairman, the Vice-Chairman shall undertake the procedure in clause 2 above.
- 4 If the complainant, or the person the subject of the complaint, remains unsatisfied s/he has a right of appeal to a meeting of 3 Executive Committee members, appointed by the Executive Committee, whose decision shall be final.
- 5 This procedure allows a complaint to be made, recorded and dealt with effectively. It will allow the Society to:
 - Identify the problem
 - Rectify the problem
 - Follow up on the problem
 - Learn from the problem

REGISTER

The Society will keep a register of complaints, and action taken, in the Archives.

REVIEW

This document will be reviewed annually.

APPROVAL

This policy and procedure was adopted by the Executive Committee at its September 2024 meeting.