Wimbledon Society

working for the future, protecting the past

Policy document	
Title	**THE WIMBLEDON SOCIETY ('the Charity')** **COMPLAINTS POLICY**
Approved by	Board of the Charity
Date approved	Apr 2024
Review date	

COMPLAINTS PROCEDURE

We take complaints very seriously. If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To increase supporter satisfaction;
- To use complaints constructively in the planning and improvement of all services.

What is a complaint?

It may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of charity, which is under the control of the Charity, its trustees or volunteers.

How to complain

The Charity would like to sort out any complaint as soon as possible.

Many complaints can be resolved informally. In the first instance contact the Charity and, if you feel able, speak to the Committee chair responsible for the aspect of the Charity's work relevant to your complaint, who will try to sort out the matter.

If you make contact in person or by phone, make a note of the name of the person you speak to. If a solution is offered at this point, make a note of this as well.

If you are not satisfied or do not wish an informal solution, you may pursue a formal complaint.

Write down your complaint and send it to The Wimbledon Society, 22 Ridgway, London SW19 4QN and/or email it to the Chair of the Charity chairman@wimbledonsociety.org.uk and to the Secretary of the Charity secretary@wimbledonsociety.org.uk (unless either of these is the subject of the complaint in which case the email should only be sent to the other).

What will we do on receiving your complaint?

- We will listen and record your complaint and advise you how it will be handled.
- We will investigate.
- We will take action to resolve the problem and tell you what the action is.
- We will take steps to avoid a repeat occurrence.
- At all times, we will treat you with understanding and respect. All we ask is that you do the same for our trustees and volunteers.

Confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which the Charity is not directly responsible.

How long will it take to respond?

We endeavour to respond full and conclusively to all complaints within 10 working days.

You will receive acknowledgement of your complaint within 5 working days of receipt. You will be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Whenever possible we will deal with it more quickly, if we think it will take longer we will let you know.

If an in-depth investigation is required we aim to provide a response within 20 working days.

Can you take your complaint elsewhere?

Or if your complaint is related to another area of our work and you do not feel satisfied you can contact the Charity Commission at the address below.

Charity Commission

PO Box 211

Bootle

L20 7YX