



Cheltenham Local History Society

COMPLAINTS PROCEDURE

Introduction

a) The object of the Cheltenham Local History Society (the Society) is ‘to advance the education of the public in the history of Cheltenham, (see sect.C Constitution).

(b) The Society also has powers (see sect.D Constitution) to raise funds and receive money, to buy, lease or exchange property, power to borrow money, also powers to gather evidence and information, to interpret and publish such information, to co-operate with other charities, voluntary and statutory bodies and to appoint advisory committees and all other lawful things necessary to achieve the Society’s object. (See the full constitution for further details).

Complaints and compliance with the law and regulations

Any complaint that **the Society receives that** is relevant to achieving the above object (a) and within the parameters of the powers (b) and **is also of consequence to the structure, financing and the good and appropriate governance of the Society**, should be received in a positive manner and the appropriate action taken. **The Society should also always act in compliance with the law and any local regulations, and any complaint received under this heading should be dealt with in a similar way.**

Initially, every attempt should be made to resolve any complaint in an informal manner. Where the complaint cannot be resolved informally, the following procedure should be adhered to and confidentiality within the Executive Committee (the Committee) should be maintained throughout.

Procedure

When a relevant complaint is received by a member of the Committee, the other members of the Committee should be informed, either by email or by telephone, as soon as is reasonably possible and within **10** days of receiving the complaint.

An enquiry in to the complaint should be carried out by a member of the executive committee who has been appointed by a **minimum of two and a maximum of four** other members of the Committee, to establish, as far as is possible, the circumstances and facts of the case.

Where necessary the appointed committee member should be able to call on the support of at least **one** other committee member, in establishing these circumstances and facts.

The complainant should be notified either by email or letter that the complaint will be investigated, by a named person from the Committee and some indication of the likely time scale needed to investigate and resolve the matter.

The investigation should be carried out by contacting the relevant parties to obtain all the significant information. Once this has been obtained the results should be reported to the Committee and the complainant informed of the outcome either by email or in writing.

Should the complainant not be happy with the outcome, then the next steps should be discussed at a Committee meeting and the complainant informed of this.

A report should be given to the Committee, verbally or in writing and fully recorded in the Minutes of the first available Committee meeting.

Special circumstances

Where the complaint is directed at a single member of the Committee, two other members of the Committee should be appointed to investigate, and support should be offered to the member who is the subject of the complaint. The procedure should then be followed as outlined above.

Where a serious complaint is made verbally, the complainant should be asked to make that complaint in writing or **by email**, within **one week** and acknowledgement of the receipt of the letter of complaint, should be made in writing or by email, **again within five days**. The above procedure should then be followed.

In the case of a serious complaint, all relevant information and the actions carried out, should be fully documented, **and dated**.

Every reasonable effort should be made to resolve **all the matters referred to above** in a courteous and positive manner and should be viewed as a way of improving the performance of the Society in carrying out its objective and powers.

Adopted by Trustees 16 August 2023

Review date: August 2026