



## South Hams Society - Complaints Procedure

If you have a complaint about us or any aspect of our activities, please let us know as quickly as possible. Your complaint will be dealt with in the first instance by our membership secretary. You can

- email our membership secretary at [membership@southhamsociety.org](mailto:membership@southhamsociety.org)
- message us via the contact page of our website: <https://southhamsociety.org/contact-shs/>
- send a letter to the Membership Secretary, South Hams Society, C/O Shepherds Corner, Galmpton, Kingsbridge, Devon TQ7 3EU.

The Trustees\* will:

1. Record and acknowledge your complaint
2. Advise you how it will be handled and how long it is likely to take
3. Take action to resolve the complaint as quickly as possible
4. Learn from complaints and take steps to avoid a recurrence

*\*If the complaint is about a Trustee, then that Trustee will not deal with the complaint*

Complaints will be treated fairly, efficiently and effectively with understanding and respect.

Confidential information will be handled sensitively.

We are unable to respond to anonymous complaints.

*December 2020*