

COMPLAINTS POLICY

- 1) The Director and the Trustees of The Twentieth Century Society (**the Society**) are committed to fair and proportionate complaint handling, focused on outcomes and sensitive to the complainant's needs.
- 2) A complaint against the Society made by post or by email addressed to coordinator@c20society.org.uk will be acknowledged sensitively by the Office Manager in writing or by email within 4 days.
- 3) If the circumstances of the complaint render it inappropriate to make, or disclose, it to the office staff the complaint may be made directly to the Director.
- 4) The complaint will be entered in the Society's Complaints Register immediately on receipt, and will be drawn to the attention of the Director, as well as to the attention of any other person to whom the circumstances of the complaint may apply.
- 5) The Office Manager will investigate the details of the complaint and agree a response with the Director.
- 6) The Office Manager (or the Director if the complaint has been made directly to the Director) will respond to the complainant, reasonably and sensitively, within 7 days after receipt of the complaint.
- 7) The Society will take such action as the Director considers appropriate, feasible, and effective, to change anything which has been identified as requiring improvement or other change, as soon as practicable.
- 8) The Director will monitor the Complaints Register and regularly follow up the complaint until it shall have been closed to the satisfaction of the complainant.
- 9) If the complainant shall not have been satisfied with the outcome, the complainant may refer the complaint in writing to the Chair of the Trustees, who will acknowledge it on receipt, will review the details and the investigation, and will respond to the complainant within 4 weeks.
- 10) The Society is committed to its Equality Policy.
- 11) The Society is committed to its Privacy Policy.

This Policy was adopted by the Society's Trustees on 15 March 2022