

Warrington Literary and Philosophical Society

Complaints Policy

1. Policy Statement

The Warrington Literary and Philosophical Society (Warrington L&P) sees concerns and complaints as an opportunity to learn and improve as well as to put things right for the person or organisation that has raised the concern or complaint.

2. Definition of a Concern or Complaint

A **concern** is when someone is unhappy about a decision or a situation, or has something that they would like to raise informally with the Society.

Examples of a concern might include: believing you have been unfairly or badly treated, seeing or hearing something at a meeting or event that you think we need to be alerted to, e.g. derogatory comments about individuals or groups, or if something has been published or produced by or about Warrington L&P that you would like to draw our attention to. A concern raised in this way is not treated as a formal complaint. Accordingly, it will not be formally logged or monitored but we will take whatever appropriate action we deem necessary to try to alleviate your concern(s) and let you know what we have done.

A **complaint** is a more formal expression of dissatisfaction or discontent in situations where specific Society rules or national laws have been broken or infringed. Concerns and complaints may come from members, visitors or individuals from local communities.

3. Confidentiality

All information received in relation to a concern or a complaint will be handled sensitively, following any relevant data protection requirements.

4. Responsibility

Overall responsibility for adherence to this policy and its implementation lies with Warrington L&P Council.

5. Concerns and Complaints Procedure

If you wish to raise a **concern** you should do so *informally* in the first instance. This can be done in person (we are always available before and after the talks) or by contacting us at [warrlitphil @ gmail.com](mailto:warrlitphil@gmail.com).

If you wish to make a formal **complaint**, email [warrlitphil @ gmail.com](mailto:warrlitphil@gmail.com) marked for the attention of the President and/or Secretary. In the case of complaints about the President please address your complaint to the Society's Vice-President. Your complaint should be in writing, and should state clearly:

- What the complaint is about e.g. which rule is broken
- People involved
- When the issue you are complaining about occurred

- Whether you have tried to resolve your complaint informally by speaking to anyone at Warrington L&P before making a formal complaint
- What you would ideally like to see happen as a result of your complaint
- Any suggestions you may have on how we could improve our methods that would help overcome the problem(s) you have identified.

All complaints and their outcome will be recorded.

How a complaint will be dealt with

Your letter or email will be acknowledged by Warrington L&P within 7 days of receiving it. It will be dealt with by member(s) of Council. We may contact you for more supporting information or evidence.

All written complaints received, together with a copy of the response to the person or organisation who complained, will be notified to the President and Council.

We will respond within 28 days of first receiving the complaint. We will inform you of any action taken or recommendations for further action. If it is not possible to provide a full response within this time, you will be advised of this, and an interim response will be given, including details of action still to be taken.

Complaints will be recorded and monitored.

Escalation of a complaint

If the person or organisation complaining is not satisfied with the response, they may appeal in writing to the Society's President who will consider the complaint and response and, after consultation with Council, make a decision within 28 working days of receiving the letter. They will notify the complainant of the decision and the reasoning behind it. Their decision is final. In the case of complaints about the President any appeal will be considered by the Society's Vice-President.