

## **CARDIFF ASTRONOMICAL SOCIETY - COMPLAINTS PROCEDURE**

As a registered charity, the Cardiff Astronomical Society ("the Society") takes all 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 membership and public satisfaction; and
- to use complaints constructively in the planning and improvement of all our activities, events and publications.

### **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 the Society which is under the control of the Society's Trustees and/or Committee.

### **How to complain**

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

Many complaints can be resolved informally. In the first instance, if you feel able, you should contact the relevant Trustee or Committee member - contact details are available here: <http://www.cardiff-astronomical-society.co.uk/who-we-are>.

Alternatively, please contact the Society's Committee Chairperson (at [Chairperson@cardiff-astronomical-society.co.uk](mailto:Chairperson@cardiff-astronomical-society.co.uk)) who will try to sort the matter out.

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

### **What will we do on receiving your complaint?**

- We will listen to 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 with our representatives.

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

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

### **How long will it take to respond?**

We endeavour to respond fully 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?**

Yes. If your complaint relates to fundraising and we are unable to resolve it to your satisfaction, you can refer it to the **Fundraising Regulator** at the following address: 2nd floor, CAN Mezzanine Building, 49-51 East Road, London N1 6AH. Tel: 0300 999 3407 or use the following online form:

<https://www.fundraisingregulator.org.uk/make-a-complaint/complain-about-a-fundraising-approach/>

If your complaint is related to another area of our activities and you do not feel satisfied you can contact **The Charity Commission** at Government Buildings, Cardiff Road, Duffryn, Newport NP10 8XG (0300 066 9197, <https://www.gov.uk/government/organisations/charity-commission>).

### **Website complaints**

If you have any comments or complaints about our website only, please email: [Webmaster@cardiff-astronomical-society.co.uk](mailto:Webmaster@cardiff-astronomical-society.co.uk)

[This Complaints Procedure was introduced on 29 July 2018 and does not apply retrospectively.]