

QPCC Complaints Procedure

Queens Park Camera Club (QPCC) welcomes feedback whether positive or negative and will respond by improving procedures, correcting mistakes and learning from experience. All complaints will be taken seriously and will be treated sensitively.

1 Objective

To provide an appropriate mechanism whereby QPCC members can progress an issue within the club after having addressed it informally without satisfactory conclusion.

The objective in all decision making is on fairness, proportionality, consistency and equality.

2 Procedure

Complaints should be made in writing or verbally to the President or other Trustee.

The President or other Trustee will assign the investigation to an appropriate person.

The Trustees will be the only committee members authorised to hear the complaint and make a decision on it. However, it may be necessary to discuss the issue with other committee members from time to time.

A quorum of two people will be required to decide the outcome of a complaint.

The Trustees will review the complaint to assess whether there is any merit in the complaint and what action, if any, needs to be taken.

The Trustees will aim to resolve the complaint with the complainant, ideally in person, within two weeks of it being raised. Any delays will be communicated to the complainant.

Whatever the outcome, the Trustees will determine learning from the complaint.

The decision of the President is final.

3 Records Retention

The club secretary will maintain records in respect of complaints. This will consist of a log of all complaints, which will include the nature of complaint and its outcome.

In addition, the club secretary will retain on file any correspondence and investigation notes relating to the complaint for a period of one year from the conclusion of the complaint, after which it will be expunged from file and deleted and/or destroyed.

Where there is, or there is the possibility of, litigation, the records and information likely to be in scope must not be amended or destroyed until the litigation or threat of litigation has been resolved or removed.

Where a request for information has been received, the records and information affected must not be destroyed or amended until after the request has been fulfilled.

Date Reviewed	Date authorised by Committee
11.01.2024	11.01.24