

# Compliments, Complaints and Comments: Policy and Procedure



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## Policy:

Mansfield & Sutton Astronomical Society aims to provide its members, the public and visitors with a positive experience of our society, facilities and events. We encourage suggestions you may have for how we can improve our society.

## Procedure:

Usually, a word with the person at the point of contact will suffice. However, we recognise that from time to time there may be occasions when people may want to share their compliments, complaints or comments more formally. We also want feedback so we can carry on the good practice, make improvements or deal with problems.

1. If there is a difficulty, it's often best to try and resolve things informally at the first opportunity; if there is an issue with an individual try to address the matter calmly with a discussion, similarly if there is an issue with something that is happening as part of an observatory event or activity please speak to the volunteer leading the activity. Also, comments and compliments can be made informally too.

2. If the issue is serious, or a complainant is not satisfied after raising it with the individual or responsible volunteer, a formal complaint should be made. A formal complaint should be made in writing at the first opportunity and sent to the Secretary (or direct to the Chairperson if the complaint is about the Secretary) via the observatory or via email to:

[secretary@sherwood-observatory.org.uk](mailto:secretary@sherwood-observatory.org.uk)

who will acknowledge it in writing (normally within 5 working days of receipt). If the complaint is about the Secretary, it should be sent to the Chairperson.

3. The secretary shall make the Chair aware of the correspondence received at the first opportunity and a log of compliments, complaints and comments

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will be kept and shared at the next available committee meeting; comments and compliments will be shared promptly with the relevant individuals via the chair.

4. Where a formal complaint is received, the Chair will take a view on whether the complaint needs to be heard in line with the 'Settling Differences and Member Conduct' or to be heard at the next committee meeting by the whole board.

5. Where the complaint does not relate to the conduct of a member the whole committee shall hear the complaint and take a view on how best to proceed in addressing it. In the event there is a mix of member conduct and organisational issues in one complaint each component must be handled by the relevant policy.

6. Where appropriate, MSAS will make a written apology to the complainant, and agree any appropriate action necessary to make good the cause of the complaint.

7. All formal complaints and any relevant documentation will be filed in a secure place by the secretary. MSAS compliments, complaints and comments procedure will be made available to those attending our events and activities via an accessible stand or supply.

## **Key society policies to be read in conjunction with this document:**

- Member and Trustee codes of conduct
- Settling Differences and Member Conduct policy
- Equality, Dignity and Diversity policy
- Safeguarding policy
- Financial policy
- Volunteering policy
- Whistleblowing policy