

## ***East Anglian Traction Engine Society***

### **Concerns and Complaints Policy**

EATES officers and committee members are committed to providing a high quality, accessible and responsive service to our members, and all others with whom the charity works or provides a service. One of the ways in which we can continue to improve our service is by listening and responding to concerns and complaints.

Our Committee's officers and members abide by policies which seek to ensure appropriate conduct in all aspects of their work. Our policies are in keeping with the Charity Commission's guidance on safeguarding which is to ensure that all those in contact with the Society receive a service which is appropriate and safe.

#### **Responding to concerns and complaints**

If you have a concern or complaint about the conduct of a committee member, or an individual performing a service for the Society, or about any occurrence at a Society event, you can send your concern or complaint, which we will deal with confidentially, by one of the following methods;

#### **In writing:**

- EATES Chairman, Stuart Hines  
Birch House, Mill Road, Gt Barton, Bury St Edmunds, Suffolk. IP31 2RU  
or
- EATES Hon Secretary, Daphne Rumball  
1 Herbert Colman Close, Strumpshaw, Norwich NR13 4PF

#### **By email:**

- Chairman: [chairman@eates.org](mailto:chairman@eates.org)  
or
- Hon Secretary: [secretary@eates.org](mailto:secretary@eates.org)

If you would prefer to speak in the first instance to a different person, for instance the Committee Vice-Chair, or any Committee member, the Chairman or any Committee member will be pleased to assist. Names can be found on the EATES website and can be contacted via any of the addresses above.

#### **What we need to know and what happens next?**

To help us follow up or investigate your concern or complaint, please provide as much of the following information as possible when you contact us:

- A clear description of the concern or complaint and what you would like us to do to address it
- Whether it is an original complaint, or a follow-up to a reply you were not satisfied with
- Your full preferred contact details such as postal address, telephone number and email address.

We will acknowledge your concern or complaint within ten working days.

We will aim to respond in full within this time, but if this is not possible we will explain why, contact you for further information if necessary, and give you a date by which you can expect a full response.

When we contact you, we will also tell you what you can do if you are not satisfied with our reply and depending on the nature of your complaint you can contact the governing body of charities which is the Charity Commission at <https://www.gov.uk/government/organisations/charity-commission>

Policy date: November 2020.

Review date: November 2022