

# **Caversham Globe - Complaints Policy**

## **Background**

Caversham Globe is a local community-based environmental group. It undertakes a variety of activities including meetings, walks and practical tasks.

All members of Caversham Globe are volunteers.

## **Commitment**

We are committed to carrying out our activities in a manner that will avoid causing the need for complaints to arise as a result. When something goes wrong and gives cause for complaint we will request that this is put in writing so that the details can be properly understood and any resolution based on the specific grounds of complaint.

All complaints will be investigated by at least 2 'Key People' of Caversham Globe who are not involved in the complaint. This will be done within 7 days of receipt of written complaint.

Any necessary meetings or communication will be undertaken confidentially and having regard for speedy resolution of the cause for complaint, with any individuals involved being given an opportunity to offer explanations and resolve any misunderstandings.

The result will be communicated to all parties involved, as well as any remedial action initiated, such as changes to procedures or apologies issued.

If a complaint concerns an 'insured risk' Caversham Globe reserves the sole right to refer all matters to its insurer, so as not to prejudice any obligations under its insurance policy.

## **Review**

Caversham Globe will regularly review this Policy and take whatever additional measures may be deemed necessary at that time.

*(Caversham Globe Complaints Policy adopted at Globe meeting on 3 December 2009)*