

# COMPLAINTS PROCEDURE POLICY

**Littlehampton Bonfire  
Society Limited**

## **Document Control**

Reference: Littlehampton Bonfire Society Ltd 03379689 Complaints Procedure Policy.

Issue No: 01/BB

Issue Date: 22/12/2020

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## **Complaints Procedure Policy**

### Introduction

The Littlehampton Bonfire Society Ltd.'s, main aims and objective is to provide a free annual event for the community of Littlehampton and the surrounding area, for enjoyment of its spectators and its members, financed through various fundraising activities and support from local organisations. Where appropriate the Society "Burns to Do Good" by providing help and support to other local groups, organisations, and charities. The Society actively encourages new members and existing members to play an active role where possible and thanks them for their support. The Society welcomes feedback to ascertain areas of improvement.

### **Raising an initial concern or complaint**

If a member feels need to raise concern with the Littlehampton Bonfire Society, please feel free to speak to a Director or Committee member in the first instance with your concerns.

If a problem arises with an individual member it may be suitable to try and resolve this by speaking with them directly. If a concern arises during our Bonfire Night or during an out meeting please raise this with a Committee member at the time, or if not possible then by email or letter at your earliest convenience.

### **Making a written formal complaint**

All complaints from members should be addressed to the Directors/Committee and sent via email or post. Details can be found on the Society website or Companies House.

[Littlehampton Bonfire Society Ltd 03379689.]

[ *Complaints Procedure Policy* ]

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If it is deemed applicable for complaints to be sent to Directors or to certain Officers or Committee members, then the appointed Committee member will disseminate this to such an individual.

Once the Society receives a complaint, the Society will acknowledge receipt of the email/letter within three working days. The society will then have thirty working days to reply from the date that acknowledgement has been sent. However, the Society reserves the right to extend this period to a maximum of a further two months if further investigation or extra time is required to respond. If this decision is taken, then a further email/letter will be sent before the thirty working day cut off to advise that a further two-month extension has been applied.

In the event a member is not satisfied with the response their complaint, they may appeal the decision and then it will then be referred to the Directors whose decision will be final. All appeals will be subject to the same requirements as above, including the time required to respond by the Society to ensure a proper and fair review has taken place.

## ***Document Owner and Approval***

The [Littlehampton Bonfire Society Ltd] is the owner of this document and is responsible for ensuring that this policy document is reviewed in line with the review requirements stated above.

[Littlehampton Bonfire Society Ltd 03379689.]

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A current version of this document is available to all members on request via paper or electronic copy.

This policy was approved by the [Board of Directors and Committee] on [22/12/2020] and is issued on a version-controlled basis under the signature of the Director: Barry Bastable of Littlehampton Bonfire Society Ltd.

Signature: B.Bastable

Date:22/12/2020

## Change History Record

Issue	Description of Change	Date of Issue	Date to be reviewed
01/BB	Initial issue	22/12/2020	December 2023

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