



The Milestone Society

Complaint Handling Policy

All complaints by members of the Society and the public should be raised in the first instance with the Hon Sec, who will direct the complaint to the most appropriate person. The complaint should be submitted in writing, by post or by email, stating the reason for the complaint and setting out the issues clearly.

Hon Sec will acknowledge receipt within fourteen calendar days, indicating where possible to the complainant the next stage of investigation or resolution.

The recipient(s) of the complaint from Hon Sec will investigate the matters raised and will revert to Hon Sec with a response for the complainant within fourteen calendar days or will explain any extended time scale for resolving the complaint.

If the complaint cannot be resolved by the primary recipient, it should be referred to a member (or members) of the Executive Officers for assessment and resolution. If it cannot be resolved by them, it should be referred to the Chair person and if not resolved by the Chair person it should be referred to the Trustees. At each stage the complainant should be notified of the process and progress and likely timescale for resolution. Independent mediation may be invoked if appropriate at any stage to facilitate resolution of the complaint.

If the complaint is regarding one of the Executive Officers, Hon Sec should refer it direct to the Chair person; the next stage would be to the Trustees, whose decision is final.

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