

## COMPLAINTS PROCEDURE

### OUR COMMITMENT TO BRANCHES AND MEMBERS

#### **We aim to ensure that:**

- Making a complaint is as easy as possible
- We treat your complaint seriously
- We deal with your complaint promptly and in confidence
- We learn from complaints and use them to review and improve our service

#### **What is a complaint?**

A complaint is when you tell us you are not happy about the service we provide. It can be about anything and could include:

- When we do not deliver a service on time
- When we give you the wrong information
- When you receive a poor quality service
- When you have a problem with a member of staff

#### **How to make a complaint**

If you wish to make a complaint you can contact the RSCDS Office Manager. By email to: [Office.Manager@rscds.org](mailto:Office.Manager@rscds.org)

In writing to: Office Manager

*The Royal Scottish Country Dance Society,  
12 Coates Crescent,  
Edinburgh, EH3 7AF*

Your complaint will be fully investigated and a response issued within 21 working days.

If you are unhappy with the response you can write to the RSCDS Chairman, at the above address. The Chairman's decision will be final.

If your complaint concerns the RSCDS Office Manager or the RSCDS Chairman, you can write in the first instance to the RSCDS Chairman Elect at the RSCDS address above.