RGSC Complaints Policy

Our policy is intended to encourage communication between individuals and the Board of Trustees to ensure that complaints can, where possible, be fairly and quickly resolved.

If a member, non-member or trustee has a complaint arising from RGSC activities then they should try to resolve it informally through discussions with the RGSC Chair. If this is not appropriate, the issue should be discussed with either the Vice-Chair or Secretary. If this does not resolve the issue, the formal procedure detailed below should be followed. An outline of the discussions and the final resolution should be briefly noted by the Chair in an email sent to the Secretary for RGSC records.

If informal resolution has not proved satisfactory, then a complaint should be made in writing to the registered office address or to royalgeolsoccornwall@gmail.com. On receiving a written complaint, the RGSC will acknowledge receipt and give a realistic timeframe for a response. In some situations, more information may be needed before the matter can be progressed.

It may be necessary for RGSC to carry out an investigation into a complaint. A meeting will then be arranged with the Chair, Secretary and one other trustee to discuss the complaint and any investigations or information that has been provided or that may be required. Notes will be taken during the meeting by the Secretary and the person raising the complaint will be advised of the outcome and any further action to be taken to resolve it within five working days.

Written complaints received will be noted at trustees' meetings (the nature of the complaint may be kept confidential) and the minutes will note the closure of a written complaint. The Secretary will keep a record of any actions taken when dealing with a complaint and any notes or other documentation compiled. These will be processed in accordance with our Data Protection policy.