



WFC Complaints Policy & Procedure

Wimbledon Film Club (hereafter WFC) aims to provide its members and supporters with the best possible experience at screenings and meetings.

WFC views complaints as an opportunity to learn and improve for the future, as well as an opportunity to put things right for the person who has made the complaint.

We take complaints seriously. If you have a complaint about WFC and its activities or events please tell us about it so that we can do our best to put it right.

Policy

Any member or other individual, volunteer or organisation who has a legitimate interest in WFC activities, including the general public, may complain to us.

We aim to resolve all complaints within 10 days. Where this is not possible the complainant will receive an update within 10 days on progress made to date and when they can expect to receive the outcome.

We will deal with complaints fairly, efficiently and effectively and ensure that all complaints are handled in a consistent manner.

We will treat you with understanding and respect at all times. We ask that you do the same for our volunteers and trustees, acknowledging that we take on these roles on a voluntary basis.

We will log and regularly review serious complaints and their outcome and use this information constructively in the planning and improvement of WFC activities and events.

Procedure

What is a complaint?

A complaint may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of WFC activity, which is under the control of the Board of Trustees.

How to complain

Many complaints can be resolved informally. We would encourage you, if you feel able to, to speak first to a Trustee on duty if it relates, for example to a screening event, to ask them to sort the matter out.

You may wish to encourage them to raise the matter with the Chair of the Board of Trustees or you can contact the Chair (secretary@wimbledonfilmclub.co.uk) who will endeavour to sort out the issue.

Please make a note of the name of the person you speak to and if a solution is offered at this point, make a note of that as well so that it can more easily be followed up later if the issue persists.

If you are not satisfied with the outcome of the informal process, or you do not wish an informal solution, you may pursue a discussion with the Board of Trustees, or an individual Trustee with responsibility in your area of concern.

Please send your formal complaint in writing to: secretary@wimbledonfilmclub.co.uk

The Secretary or Treasurer will take responsibility for dealing with the complaint or directing your complaint to the relevant member of the Board of Trustees. If you have a formal complaint that relates to either of these individuals, please raise directly with the Chair of Trustees.

What will we do on receiving your complaint?

We will listen and record your complaint and advise you how it will be handled.

We will investigate.

If deemed appropriate after investigation, we will take action to resolve the problem and tell you what the action is.

If deemed appropriate after investigation, we will take steps to avoid a repeat occurrence.

Any confidential information in relation to your complaint will be handled sensitively.

We are unable to respond to anonymous complaints or matters for which WFC is not directly responsible.

How long will it take to respond?

We endeavour to respond fully and conclusively to all complaints within 10 working days.

We will acknowledge your complaint within 5 working days of receipt. You may be contacted to make sure that we have understood your complaint properly. You may be interviewed by the person investigating the complaint.

Whenever possible we will deal with complaints more quickly. If we think it will take longer we will let you know. If an in-depth investigation is required, we aim to provide a response within 20 days.

Can you take your complaint elsewhere?

Depending on the nature of your complaint, you may also be able to make a complaint to a third party such as The Charity Commission.

Visit <https://www.gov.uk/complain-about-charity> for more details.

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