

Complaints Policy — The Contemporary Glass Society

Approved by trustees: June 2026 **Review date:** January 2027

1. Purpose The Contemporary Glass Society is committed to providing a high standard of service. If you are unhappy with any aspect of our work, we want to hear about it so we can put things right and improve.

2. Who can complain Anyone who uses our services, volunteers with us, supports us, or is affected by our work.

3. How to complain

- **Informally:** Speak to Our Administrator – **Helen Slater Stokes** - +44 (0)1379 741120, email: admin@cgs.org.uk
- **Formally:** Write to the **Chair of trustees** at email: chair@cgs.org.uk or postal address: 29 Heron Drive, Brackley, Northamptonshire, NN13 6QE

4. What happens next

- **Stage 1 (informal):** We will acknowledge your concern within 5 working days and aim to resolve it within 15 working days.
- **Stage 2 (formal):** If you are not satisfied, submit a written complaint. We will acknowledge it within 5 working days and respond in writing within 20 working days.
- **Stage 3 (review):** If you are still not satisfied, you may request a review by the board of trustees.

5. Confidentiality Complaints are handled confidentially. Only those involved in investigating and resolving the complaint will have access to the details.

6. If you remain dissatisfied If you are not satisfied after completing our complaints process, you may contact the Charity Commission at gov.uk/complain-about-charity.

7. Record keeping *We record all formal complaints, including the outcome and any actions taken. Complaints records are reviewed annually by the board to identify patterns and areas for improvement.*