Bucks County Beekeepers Association

Registered Charity No. 297335

COMPLAINTS POLICY

The purpose of this policy is to:

- Ensure that Members are aware of the procedures in place to make a complaint to the Committee of the Bucks County Beekeepers Association.
- Ensure any complaints received are dealt with in a timely and professional manner

Complaints may be made in writing by email to any Committee member,

The complaint will be reviewed at the next Committee meeting and a course of action decided as appropriate. Trustees are expected to report complaints to the rest of the Committee as soon as they are received. Members should note that anonymous complaints may be more difficult to resolve.
The Member will either be contacted directly with a proposed resolution or the matter will be raised at the next monthly meeting.

Contact details:
Trustee

Name:……Fiona Matheson……..

Email:……secretary@buckscountybeekeepers.co.uk……

We are committed to reviewing our policy and good practice annually.

This policy was last reviewed on……10th March 2021……

Signed Chairman: Sean Stephenson

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