



Registered Charity No. 1109902

MASKS Complaints Policy

This policy was reviewed in

March 2025

This policy is to be reviewed by

March 2026



Introduction

This policy sets out the principles for the Complaints Procedures within MASKS. It is relevant to all within the charity and is endorsed by the Trustees of MASKS. It will be reviewed annually to ensure that it remains appropriate to the charity and its volunteers needs.

As Committee Members and Trustees of MASKS we understand it is our duty to make decisions that are in the best interests of the charity. We know that where any of us hold a personal or other interest, this will stop us from achieving this duty and acting in the best interest of our charity.

Applicability

This applies to every member of MASKS.

The charity defines a complaint as an expression of dissatisfaction in the charity's actions or the standard of service provided.

Our charity takes the following steps to identify and deal with any complaint made against the charity:

- We make all new committee members aware of this policy
- Complaints should be made in writing to the committee and handed, in the first instance, to the Chairperson. If the complaint is regarding the elected Chairperson, then the complaint may be passed to another elected committee member.
- The committee will meet to discuss any complaint made within 28 days of receipt of the written complaint.
- The committee will respond to the complainant, detailing the committee decision made and whether there will be any further discussions or meetings regarding the complaint.
- If a meeting is arranged for the complainant to meet with the committee, the complainant may bring additional representatives with them. The complainant is also required to supply any documentation or evidence that they wish the committee to view at least 14 days prior to the meeting
- At the meeting the complainant should detail their grounds for complaint. The charity may ask questions of the complainant. Minutes of the meeting will be taken.



- Any decision made by the charity in response to a complaint will be confirmed in writing within 14 days with details of any action to be taken

This policy will be reviewed annually by the Trustees of MASKS.

Date of Next Review

To be reviewed March 2026