



# Chalfonts Beekeepers' Society

Registered Charity No. 1121231

## 2023 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 Chalfonts Beekeepers' Society.
- Ensure any complaints received are dealt with in a timely and professional manner.

Complaints may be made in writing by email to [info@chalfontsbeekeepers.co.uk](mailto:info@chalfontsbeekeepers.co.uk).

Trustees are expected to report complaints to the rest of the Committee as soon as they are received.

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:** Gillian Jones.

**Email:** [chairman@chalfontsbeekeepers.co.uk](mailto:chairman@chalfontsbeekeepers.co.uk)

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