



## Complaints Policy

### CORA (Community of Reading & Artistry) Book Club

#### Introduction

The Community of Reading & Artistry (CORA) Book Club is committed to providing a welcoming and inclusive environment for all members, staff, and volunteers. We recognise that from time to time, there may be concerns or complaints that need to be addressed. This policy outlines the procedure for handling complaints in a fair, transparent, and timely manner, in compliance with relevant legislation.

#### Scope

This policy applies to all members, staff, and volunteers of the CORA Book Club.

#### Legislation

This policy is in accordance with the following legislation:

- **Equality Act 2010:** Ensures that no one is discriminated against based on protected characteristics.
- **Data Protection Act 2018:** Ensures that personal data is handled appropriately and confidentially.
- **Health and Safety at Work Act 1974:** Ensures a safe working environment for all staff and volunteers.

#### Procedure

##### 1. Informal Resolution

- Members, staff, or volunteers are encouraged to resolve complaints informally by discussing the issue directly with the person involved.
- If the issue is not resolved informally, the complainant should proceed to the formal complaint procedure.

##### 2. Formal Complaint

- The complainant should submit a written complaint to the Book Club Coordinator.
- The complaint should include:
  - The nature of the complaint
  - Relevant dates and times
  - Names of individuals involved

- Any supporting evidence
- 3. **Acknowledgment**
  - The Book Club Coordinator will acknowledge receipt of the complaint within five working days.
- 4. **Investigation**
  - The Book Club Coordinator will conduct a thorough investigation, which may include:
    - Interviewing the complainant and the person(s) against whom the complaint is made
    - Reviewing any relevant documents or evidence
  - The investigation will be completed within 20 working days of the complaint being acknowledged.
- 5. **Outcome**
  - The Book Club Coordinator will provide a written response to the complainant, outlining the findings of the investigation and any actions to be taken.
  - If the complainant is not satisfied with the outcome, they may appeal to the Book Club Committee.
- 6. **Appeal**
  - The appeal must be submitted in writing within 10 working days of receiving the outcome.
  - The Book Club Committee will review the appeal and provide a final decision within 20 working days.

### **Confidentiality**

All complaints will be handled with the utmost confidentiality. Information will only be shared with those directly involved in the investigation and resolution of the complaint.

### **Monitoring and Review**

This policy will be reviewed annually to ensure it remains compliant with current legislation and continues to meet the needs of the CORA Book Club.

### **Contact Information**

For any questions or to submit a complaint, please contact:

**Book Club Coordinator** Email: [info@corabookclub.co.uk](mailto:info@corabookclub.co.uk) Phone: 07520640928