



**The Wokingham Society**  
Registered as a Charity (No. 274988)

## **Complaints Procedure**

If you believe you have suffered discrimination from any member of or volunteer of the Wokingham Society you can make a written complaint to us by emailing [chairman@wokinghamsociety.org.uk](mailto:chairman@wokinghamsociety.org.uk) or [secretary@wokinghamsociety.org.uk](mailto:secretary@wokinghamsociety.org.uk)

Your complaint will be acknowledged within one week. The Society's Executive Committee will be consulted and will provide you with a definitive reply within four weeks. If this is not possible due to continuing investigation, the Board will give you a progress report with details of what action is being taken and when you can expect to receive a full reply.

If the complaint is about a Trustee, that Trustee will not be involved in dealing with your complaint. The definitive reply will explain the outcome of your complaint and any action being taken. As we are a small charity with no employed staff, the Committee's decision will be final. If you remain dissatisfied then you may contact the Charity Commission through their website.