

Oral History Society (Reg Charity No 288805)

Comments and Complaints Policy

Comments

The main aim of the Oral History Society is to support the collection and dissemination of oral history within the UK. We do this by organising regional networks, conferences, advice on our website, special interest groups etc. We are always keen to find new ways of developing support and advice to organisations and individuals wishing to undertake this important means of documenting history. We welcome positive comments where you feel that we have gone the extra mile in advising and supporting your project (or equivalent). We also welcome comments that make our support to individuals and organisations more appropriate and better. To make your comment contact us via rob.perks@bl.uk

Complaints

If you are not happy with the way we have dealt with you we ask that you contact the person who you have dealt with or attempted to contact. What you tell us can help to improve our service to you and other organisations and people and organisations. We will treat your complaint seriously and quickly (subject to the resources of a mainly volunteer organisation).

Don't be afraid to contact the person you are dealing with – they might be able to sort out the problem straight away. Otherwise, move to the more formal process.

Making a formal complaint

If you wish to make a formal complaint please write to the Secretary of the Society (details below) making it clear that you wish to make a formal complaint. Your complaint will be investigated by a trustee nominated by the Chair (or Secretary). If it is upheld, you will get a full apology and, where appropriate, be given details of any action that the Society is taking to put things right. If you are not satisfied with the outcome, you can ask for a further review. We will aim to respond in full to your complaint in eight weeks. However, if the issue is complicated, any delay will be explained and you will be kept informed of progress.

Review of your complaint

If you are still not happy after the response, you can request a further review.

The review will be conducted by another person appointed by the Chair who may be a trustee or an independent person. You should hear the results of the review within a further eight weeks.

Complaints by trustees

Similar procedures apply although if the complaint is against the Society as an organisation we may ask an independent person to investigate.

For formal complaints please contact:

Rob Perks
Secretary, Oral History Society,
Email rob.perks@bl.uk