



Ordnance Society Complaints Policy

If you have a complaint, other than a complaint concerning a member of the Board, please contact the Chair in the first instance.

What will happen next?

1. The Society will acknowledge receipt of your complaint within three days of receiving it.
2. Your complaint will be investigated by the Chair and/or other members of the Board.
3. You will be sent a detailed written reply to your complaint within 21 days of sending you the acknowledgement.
4. If you are still not satisfied, you should contact The Society again and a review of the response/decision will be arranged.
5. The Society will write to you within 14 days of receiving your request for a review, confirming The Society's final position on your complaint and explaining The Society's reasons.
6. Complaints concerning a member of the Board will be dealt with under clause 22 of the Ordnance Society Constitution.