

# Complaints Handling Policy

---



The Knitting & Crochet Guild is run by a Board of elected members, and all are volunteers. The Board is assisted by other volunteers, some of whom hold named posts, who work hard for the benefit of the Guild and its members.

We continually try to improve the Guild, and its activities and resources, and we value any feedback – good or bad – that helps us to do this. If there is anything about the Guild that you are unhappy with, please let us know.

## Make us aware of the issue

Please make the issue known to a director or post-holder (for contact details, see the website), who may be able to resolve your concerns immediately. We aim to resolve any issues promptly and informally.

## Making a complaint

If your issue has not been resolved, you can make your complaint in writing to the Board in one of the following ways:

- Email: [chair@kcguild.org.uk](mailto:chair@kcguild.org.uk)
- Write to: The Chair of the Knitting & Crochet Guild, Part 1st Floor, Britannia Mill, Britannia Road, Slaithwaite, Huddersfield, HD7 5HE

Please include:

- Full details of your complaint.
- Your name and contact details. Please note that anonymous complaints are not investigated, but we will ensure confidentiality is maintained.

## Our process

The Board reviews all feedback and complaints at our regular meetings. Urgent and serious issues will be dealt with as they arise.

We may publish our responses to complaints, but we will not identify the person making it or anyone it involves.

We endeavour to treat others fairly and with respect. We expect the same standards in return.

Updated 22 February 2023

### KNITTING & CROCHET GUILD

A limited company registered in England and Wales (no. 05457452) and a registered charity (no. 1113468).  
Registered office: Part 1st Floor, Britannia Mill, Britannia Road, Slaithwaite, Huddersfield, HD7 5HE