



The Kerry Hill Flock Book Society

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Complaints Procedure

The Kerry Hill Flock Book Society aims to provide high quality services which meets our member's needs. Sometimes things go wrong and if we are not getting it right please let us know.

In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your dealings with the Kerry Hill Flock Book Society.

If you are unhappy about any of the Kerry Hill Flock Book Society's service, please speak to us. If you are unhappy with an individual it sometimes is best to tell him or her directly. If you feel this is difficult or inappropriate then speak to the Chairman or Administrator. We may be able to give you a response straight away. When the matter is more complicated or in need of Council discussion, we will ask you to give us the complaint in writing. All written complaints will be logged. You will receive a written acknowledgement of your complaint within five working days.

The aim is to investigate your complaint properly and give you a reply as quickly as possible, setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.