

## **The Writers' Summer School - Making a Complaint.**

The great majority of problems are usually dealt with informally and speedily. Issues with accommodation or the conference centre facilities can be brought directly to the attention of The Hayes duty manager at the front desk, or if you prefer, can be passed on to the Hayes by a Committee member. For issues not related to The Hayes, the procedure is as follows:

### **Step 1.**

You should raise your complaint informally with a Committee member at the earliest opportunity and preferably **while the School is still in session**. Under the School's constitution a new Committee is elected each year therefore any complaints made after the School has finished may result in the complaint being dealt with by members of the new Committee who may not have been part of the Committee when the issue arose. In most cases your complaint can be investigated and resolved at this stage.

### **Step 2.**

If the matter is not resolved then, depending upon the nature of the complaint, the Chairman may initiate further investigation with assistance from Committee members considered to be best placed to provide such assistance. The investigation will establish and document the facts to provide a written record of the complaint and any actions taken as a result.

### **Step 3.**

If the matter is unable to be resolved to your satisfaction while the school is in session and you wish to make a formal complaint, this should be made to the Chairman in writing (by letter or email) within 10 days of the final day of the school. The Committee will acknowledge receipt of the complaint within 7 days. If necessary, further investigation will take place and the Chairman will provide a written response to the complainant and identify any actions taken or required to be taken before the next school.

### **Confidentiality**

All complaints will be treated as confidential. No-one outside the Committee will have access to information or documentation relating to the complaint. However, it should be noted that if an allegation is made against an individual, it will be necessary to discuss with that person the complaint made against them.

### **Advice and assistance**

If it is deemed necessary and everyone agrees, external advice and assistance may be sought during the complaints procedure.