



RSGB Customer Services Policy

We try to give the best possible service, but recognise that things can sometimes go wrong. If you are not satisfied with any aspect of the service, we will investigate and try to put things right.

The Society will handle all complaints about its service in an objective and constructive manner, recognising that every complaint provides an opportunity to improve the Society's service. The following guidance is provided to Members who wish to make a complaint about any aspect of the services provided by the Society.

Background

The Society is an organisation whose reputation relies on providing outstanding membership service. Members finance the Society, and deserve to receive the best service possible from the Society within the resources available, be that from HQ staff or volunteers.

We try to give the best possible service, but recognise that things can sometimes go wrong. If a member, or anyone else who uses our services, is not satisfied with any aspect of the services provided by the Society, we will investigate thoroughly and try to put things right. We will also look carefully at the situation which gave rise to the problem to see what lessons can be learned to improve the way the Society operates.

Procedure

Please set out in full the issue(s) that you wish to be considered and, if possible, what you believe to be the appropriate solution. Please include all relevant information and documents; it may delay the process if we have to ask for clarifications.

There are three ways to submit your complaint

- by email to: complaints@rsgb.org.uk
- by using the "Have your Say" form provided on the RSGB website
- in writing to

The General Manager,
Radio Society of Great Britain
3, Abbey Court, Fraser Road
Priory Business Park,
Bedford MK44 3WH

If your complaint refers to the General Manager then you should write a letter to: The Honorary Secretary, The Radio Society of Great Britain, at the above address. In these cases electronic communications cannot be accepted.

If your complaint refers to the Board or a Board Member, you should write to The President, The Radio Society of Great Britain, at the above address.



If your complaint refers to the President, you should write to the Honorary Secretary at the above address.

If you remain dissatisfied following the investigation of your complaint, you can ask for a review of the Society's handling of the matter by writing to the President at the above address or, if the matter concerns the President, to the Chairman of the Board. The President's (or Chairman's) review is the final stage of the process.

Please note

Complaints about any aspect of the examination system should be addressed to the Examination Secretary, exams@rsgb.org.uk in the first instance. Appeals against examination questions or the conduct of an examination must be received within five working days of the event.

Standards

The Society will investigate your complaint and send you a full response (if required), usually within 21 working days. If the issue involves the volunteer arm of the RSGB, it may be necessary to extend the time to 28 working days.

In the event that we believe we cannot provide a response within 21/28 working days we will keep you informed of progress, in writing, and endeavour to resolve the issue as quickly as possible.