

Complaints Policy

The British Toymakers Guild

1. Purpose

The British Toymakers Guild is committed to providing high-quality products and services to its members and stakeholders. This Complaints Policy outlines the procedures for addressing and resolving complaints in a fair, transparent, and efficient manner.

2. Definition of a Complaint

A complaint is defined as any expression of dissatisfaction with the products, services, or conduct of The British Toymakers Guild, its members, staff, or volunteers.

3. How to Submit a Complaint

Complaints can be submitted through the following channels:

- In writing, addressed to:

Administrator of the British Toymakers Guild
c/o 91 Aylesbury Road, Wendover, Buckinghamshire, HP22 6JN

- By email: info@toymakersguild.co.uk

4. Acknowledgment of Complaint

Upon receipt of a complaint, The British Toymakers Guild will send an acknowledgment within 10 working days. This acknowledgment will include information on the expected timeline for resolution and the person responsible for handling the complaint.

5. Investigation and Resolution

The Guild will conduct a thorough and impartial investigation into each complaint. The investigation will be led by the Review Officer, who may seek additional information from relevant parties.

The Guild aims to resolve complaints within 20 working days of receipt. If a resolution cannot be reached within this timeframe, the complainant will be informed of the delay and provided with regular updates on the progress of the investigation.

6. Escalation Procedure

If the complainant is dissatisfied with the resolution, they may request a review by contacting the Review Officer within 5 working days of receiving the resolution. The Review Officer will conduct an independent review and provide a final response within 5 working days.

7. Records Keeping

The British Toymakers Guild will maintain records of all complaints, including details of the complaint, investigations, resolutions, and any actions taken. These records will be kept confidential and used for continuous improvement purposes.

8. Learning and Improvement

The Guild is committed to learning from complaints and using them as opportunities to improve its products and services. Regular reviews of the complaints received will be conducted to identify trends and implement preventive measures.

9. Communication of Policy

This Complaints Policy will be made available on The British Toymakers Guild's website and communicated to members, staff, and stakeholders through appropriate channels.

10. Review of Policy

This Complaints Policy will be reviewed annually to ensure its effectiveness and relevance. Any necessary updates will be made to address changing circumstances and feedback from complainants.

Effective Date: 18th January 2024

This policy will be reviewed annually.