



# Cardiff Astronomical Society

## Complaints Policy and Procedures

Version 1.1

18 December 2025

### Document History

Date	Author(s)	Version	Comments
30 Jul 2024	M Bradley	1.0	Document completely rewritten for clarity
22 Oct 2025	M Bradley	1.1	Annual Review

### Introduction

- As a registered charity, the Cardiff Astronomical Society ("the Society") must take all complaints very seriously. The Society complaints procedure has the following goals:
  - To deal with complaints fairly, efficiently and effectively;
  - To ensure that all complaints are handled in a consistent manner throughout;
  - To increase membership and public satisfaction;
  - To use complaints constructively in the planning and improvement of all our activities, events and publications.

### What is a complaint?

- A complaint may be a criticism that expects a reply and requires action or changes to be made. It can also be an expression of dissatisfaction with any aspect of the Society which is under the control of the Society's Trustees and/or Committee.

### How to complain

- In the first instance, if possible, the complainant should contact the relevant Trustee or Committee member - contact details are available here: <http://www.cardiff-astronomical-society.co.uk/who-we-are>. Alternatively, please contact the Society's Committee Chairperson

(Chairperson@cardiff-astronomical-society.co.uk) who will try to resolve the matter. The Society will address any complaint as soon as possible. Many complaints can be resolved informally. If the complainant is still not satisfied, or deems an informal resolution unacceptable, they may pursue a formal complaint.

#### Action on receiving a complaint

4. The CAS committee will listen to and record the details and circumstances surrounding the complaint and advise the complainant as to how it will be handled.
5. The Committee will investigate and take action to resolve the problem. The complainant will be advised what action will be taken.
6. The Committee will act on the outcome of this investigation to take corrective action to prevent a reoccurrence.
7. At all times, CAS shall treat the complainant with respect, treating information in confidence. CAS is unable to respond to anonymous complaints or matters for which the Society is not directly responsible.

#### Timescales

8. CAS will make every effort to respond fully and conclusively to all complaints within 10 working days. Where this is not possible a reason shall be communicated to the complainant.
9. Complaints shall be acknowledged within 5 working days of receipt. The complainant must agree to being contacted, where necessary, by those members of CAS involved in the investigation.

#### Can you take your complaint elsewhere?

10. Yes. If your complaint relates to fundraising and CAS are unable to resolve it to your satisfaction, you can refer it to the Fundraising Regulator at the following address: 2nd floor, CAN Mezzanine Building, 49-51 East Road, London N1 6AH. Tel: 0300 999 3407 or use the following online form. <https://www.fundraisingregulator.org.uk/>
11. If your complaint is related to another area of CAS activities and you do not feel satisfied you can contact The Charity Commission at Government Buildings, Cardiff Road, Duffryn, Newport NP10 8XG (0300 066 9197)

<https://www.gov.uk/government/organisations/charity-commission>

#### Website complaints

12. If you have any comments or complaints about the CAS website, please email: Webmaster@cardiff-astronomical-society.co.uk

Document Review

13. This policy document will be reviewed annually by the CAS Secretary or other society member appointed by the secretary.

M Bradley  
Treasurer and Trustee  
22 Oct 2025