

Compliments, Comments and Complaints and Policy

Introduction

Occasionally, all organisations get things wrong or displease individuals in their 'customer base' in some way. Thornbury Magazine is no exception. This is our policy for dealing with both positive and negative interactions with our advertisers, contributors, volunteers and the general public.

Compliments

We are pleased to say that we receive many more compliments than critical comments or complaints at Thornbury Magazine. Our volunteers are always delighted to receive compliments about their work on behalf of the community of Thornbury.

Comments

We are always open to constructive criticism about how we might improve Thornbury Magazine or correct errors we have made. Comments we receive are not formal complaints and may be delivered by mail, phone or in person. Critical comments should be directed to the individuals responsible for the specific areas of the Magazine and they will then respond within 14 days on behalf of Thornbury Magazine, having advised the Chair of the context of the informal critical comment and taken advice if necessary. Comments should be directed to:

Advertising – Advertising Sales Manager

Editorial- Editors

Magazine Distribution – Distribution Manager

Volunteer issues- Chair of the Magazine.

Complaints

Should any advertiser, contributor, volunteer or member of the general public wish to make a formal complaint, or if an individual is dissatisfied with a response to an issue raised as a critical comment, then they must put any formal complaint in writing to the Chair of Thornbury Magazine. Any formal complaint will be considered by a panel of three Directors of Thornbury Magazine and the complainant will be sent a formal, and final, response in writing within 28 days by either the Chair or the Company Secretary of Thornbury Magazine.

Approved by Management Committee 7th November 2024

Due for review 2029