

## **Harrow Nature Conservation Forum's complaints policy**

Any person or body that has a complaint about the activities of Harrow Nature Conservation Forum, or the behaviour of its volunteer helpers, should address this immediately to the Forum Chairman with full details of any alleged wrongdoing or omission. He will then decide what action needs to be taken to address the complaint, and rectify any procedures for the future should this be necessary.

If the complaint involves the Chairman of the Forum themselves, or if the complainant wishes to take the complaint further after receiving a response from the Chairman of the Forum, then they should contact the Chairman of the Forum's parent body, the Harrow Heritage Trust.

Agreed at the meeting of the Harrow Nature Conservation forum of 26th January 2016

Signed

A handwritten signature in black ink that reads "Stephen Bolsover". The signature is written in a cursive style with a long horizontal stroke at the end.

Stephen Bolsover, Chairman

Date of next review: 26th January 2018