



Berwick Camera Club: Complaints Policy

This policy sets out how users should report inappropriate content or behaviour on the Club's website and online channels. It also outlines how such complaints will be handled.

1. Who Can Make a Complaint?

Any user or visitor to the website or social media sites can raise a complaint about:

- Content published or uploaded
- User behaviour in forums or comment areas
- Actions of moderators or administrators

2. How to Make a Complaint

You can raise a complaint by emailing berwickcameraclub@gmail.com. Please include:

- Your name and contact details
- A description of the issue (include links or screenshots if possible)
- The date/time the issue occurred

3. What Happens Next

Once a complaint has been received:

- Your complaint will be acknowledged within 5 working days
- It will be reviewed by a Responsible Officer (RO) or delegated reviewer
- If needed, content will be temporarily hidden while under review
- You will receive a written response with the outcome within 10 working days

4. Possible Outcomes

One or more of the following outcomes is possible:

- No action (if the content is deemed acceptable)
- Content removed
- User warned or suspended
- Policy updated to prevent recurrence

5. Appeals

If you disagree with the outcome, you may request a review by another committee member independent of the original reviewer. If you are still unhappy, the responsible regulator is Ofcom and they have an online reporting tool that can be found [here](#).

6. Privacy

All complaints will be handled confidentially. Your information will only be shared with those necessary to resolve the issue