

Hampshire Genealogical Society [HGS] Customer Care Policy [Membership]



Introduction:

For the purpose of this particular policy, 'customers' refers to all HGS current or potential members.

Customer care is when companies or organisations treat their customers with respect and kindness and build a rapport with them. It's something that can - and should - be handled by everyone on the team. Within HGS, 'the team' means all volunteers who interact with our own members, whether it be in person or via phone, email, chat, or social media interactions.

Our Policy Statement:

The object of the Society is to promote the study of, and assist with, family history research. In so doing, and mindful that we are all volunteers, our aim is to provide as professional a service as possible to all our members whom we are committed to treating with respect and care.

Customer Care Procedures for our Members:

- Applications for membership, either online via our website or on printed forms, are processed as promptly as possible.
- If a person joins, or a member renews, at our Help Desk in HRO, at a Group meeting or at a fair, the information must be passed promptly to the Membership Secretary and swiftly followed by the actual, or scanned copy of the, correctly completed application form.
- New members receive a computer-generated welcome email and a written letter which includes helpful and relevant information.
- New members are invited to join our Hampshire Area Groups, the National Group or International Group, depending on their location.
- We endeavour to respond to members' queries, requests and comments as soon as possible with accuracy, accountability, quality, transparency and patience.
- The subscription year for those who joined before 1 October 2010 commences on 1 April each year. The subscription year for those joining from 1 October 2010 onwards commences, and is subsequently due for renewal, on the date of processing of the membership.

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- Reminders of membership expiry are sent out one month before the due date to those with one-off payments; i.e. those who have not set up automatic payments such as Direct Debits.
- All members are entitled to attend Group meetings whether in person or online.
- All members receive our quarterly journal, "The Hampshire Family Historian", either via our website or by post.
- All members receive notification of our Annual General Meeting, with accompanying documentation and an invitation to register attendance.
- All members are informed of any issue, or important information, should this arise.

Complaints Procedures:

- It is important that all members feel able to raise concerns, knowing that they will be taken seriously, treated respectfully and in confidence.
- All complaints regarding membership will be investigated by the Membership Secretary.
- The Membership Secretary will compile a report of the complaint and pass it to the Chairman together with a draft response. Following discussion, they will agree a way forward.
- Once dealt with, a summary of the complaint, its findings and outcome will be circulated to the Executive Committee.
- The final report is to be filed with the expectation that there can be no repeat of the circumstances.

	Prepared by:	Approved by:
Signed:	<i>Kay E. Lovell</i>	<i>Margaret Bowman</i>
Print Name:	KAY E. LOVELL	MARGARET BOWMAN
Position:	VICE CHAIR	MEMBERSHIP SECRETARY
Date:	16 th November 2023	16 th November 2023