

## **Complaints – (Easy to understand summary)**

The Hungarian Culture & Heritage Society is committed to treating all concerns seriously, respectfully, and fairly. We welcome feedback and aim to resolve complaints quickly and informally whenever possible.

If you wish to raise a complaint, you can:

- Speak to a trustee at an event
- Email us at **info@hchs.org.uk**
- Or write to: 20 Coopers Court, Church Road, London, W3 8PN

Formal complaints are reviewed by trustees and responded to in writing. Appeals can be made to the full board. All complaints are logged and reviewed to help us improve.

*For safeguarding concerns, please refer to our Safeguarding Policy.  
The full Complaints Policy is available on request.*