

Geograph Project Ltd
Charity No 1145621

Complaints and comments by its website users

A number of channels are available for feedback of all kinds between users, the membership and the Trustees. Dealing with complaints will usually be done by a moderator, usually by email.

Contact Us

On most pages of the website there is a 'Contact Us' link in the sidebar. If the user clicks on it, they will reach a support page, OSTicket, where the user can select a topic and post their comment or complaint and their contact details. A moderator or a Trustee will respond, after consultation if need be. This channel is available to all users of the website.

Direct contact

Any viewer of a photo page may send an email to the photographer via the 'Contact contributor' link on the page. It is likely to be a comment, information or request rather than a complaint. Contributors are advised to transfer complaints to the 'Contact Us' channel - see above. Advice about this is given on our Information pages.

Email

An email address specifically for feedback Trustees@geograph.org.uk is given in the newsletter we publish following each meeting of the Trustees (every two months currently). All website users can view the newsletters. Emails are forwarded to the Trustees, who may agree the nature of the response, usually by the chairman. Many site users know who the Trustees are; they can and do contact individual Trustees directly with any thoughts or concerns via the Trustee's profile page. A Trustee will respond, sometimes after consultation, or the comment will be noted and acknowledged.

Forum

A moderated online forum is available to all registered site users through the 'Discussion' link on all pages. Comments and queries are often answered satisfactorily by fellow-users. Trustees will respond to any criticisms and concerns as long as they are not deliberately provocative or abusive.

There is a dedicated forum thread 'Contributor/Trustee dialogue' for structured policy discussions. The thread is for a topic which requires the attention of the Trustees and is capable of being brought to a conclusion. Ideally a conclusion that results in action by the Trustees or results in a vote of the company members.

Links

'About Geograph' is an article reached via the 'FAQ' or the 'Help Pages' links at the bottom of the Home page. From links in the text anyone can contact a trustee directly by email from the trustee's profile page. The registered office address is given and there is a link to the company's Articles of Administration.

Annual General Meeting

The AGM provides an opportunity for comment by company members. A formal response, or more often an informal discussion, will be recorded in the minutes. Procedures are set out in the Articles of Administration for a resolution to be put to any general meeting. The Articles are linked to on the 'About Geograph' page, see above, and the Company mini-site, accessible to any company member from their profile page.

Registered address

The postal address of the registered office, is displayed at the bottom of the Home page. Correspondence will be forwarded from the registered office to the Company Secretary, who will respond after consultation with other Trustees if required.

Suggestions

Some contributors query photo moderation decisions or propose amendments to information in published content. These are referred to as suggestions, not complaints or comments. There is a dedicated channel for this correspondence called the Suggestions or Ticket system, operated by moderators. It may be reached from any photo page by clicking on the 'Update information' link.

Approved by the Board of Trustees

Signed



Chair
March 2023