

## **PRO 01 - Membership Enquiry Form**

From time to time there may be a need to make contact with HQ in regard to membership queries. For example, names missing from lists or labels.

In order to resolve each query, the membership team will require as much information as possible from the outset and will then require a reasonable amount of time to resolve the query whilst also managing their other activities.

- Step 1** To lodge a query please complete sections 1 to 4 of the PRO 01 Membership Enquiry Form and forward it to: [membership@quiltersguild.org.uk](mailto:membership@quiltersguild.org.uk). Please enter information in the grey boxes provided.
- Step 2** Upon receipt at QGBI HQ the email will be acknowledged by a member of staff (section 5) and the form will be dated and given a unique reference number (section 6).
- Step 3** The staff member/s resolving the query will conduct the enquiry and may contact the enquirer for additional details. All actions will be recorded/ logged in section 7 and if the enquiry is taking longer than three consecutive working days to resolve the enquirer will be informed.
- Step 4** When QGBI HQ believe that the query has been resolved a member of the team will complete section 8 and will email the enquiry form back to the original enquirer.
- Step 5a** The original enquirer will then complete section 9 and either agree that the enquiry is complete/resolved and will complete box 10 and return their agreement to QGBI HQ by email.
- OR**
- Step 5b** They will disagree that the enquiry is complete and will complete box 10 and 11 and return the form to QGBI HQ.
- Step 6** If the form is returned as incomplete the staff member will undertake further investigation and conclude their activity using section 12 and 13.
- Step 7** Once again the form will be returned to the enquirer and they should complete box 14 and return the completed form to QGBI HQ.

If the issue is still not resolved, the matter will be escalated to the Chief Executive and the Membership Trustee.

Once the enquiry is resolved the QGBI HQ staff member must retain the completed form in the membership enquiry form folder on the 'S' Drive.