

Appendix 5: Complaints Policy

Remit and aim:

This policy covers complaints made by individuals or organisations outside of the Society. Complaints procedures and disciplinary actions relating to existing members of the Society are covered under the Disciplinary Action Section of Appendix 1.

The Societies Complaints Policy has the following aims:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To use complaints constructively in the planning and improvement of the Societies affairs are conducted

Implementation and Outcome

The Society shall not refuse to register complaints and shall make all reasonable efforts to sort out any complaints as soon as possible. In the first instance Complaints (informal or formal) should be registered with the Management Committee who will aim to acknowledge the complaint within 10 working days. The Management Committee may seek to make further contact with the Complainant to ensure full and clear understanding of the issue. The Committee then has an obligation to respond to the complainant within 60 days of the initial complaint. During this time the Committee may seek to investigate circumstances and or consult with the wider membership before providing a response to the complainant. If as a result of the complaint, disciplinary proceedings are taken against a member of the Society, an internal procedure will apply. The complainant will be informed that disciplinary proceedings have taken place, but as these proceedings are confidential, the complainant will only be informed of the details or outcome of matters outside of this procedure.

The Management Committee will review this policy every 3 years.