



## hebridean sheep society

### Complaints Policy

The Hebridean Sheep Society aims always to operate in an efficient, effective and fair manner, and to abide by its constitution, policies and rules. It is committed to treating all society members and all members of the wider public fairly and equally.

This policy sets out the procedure to be followed in dealing with concerns and complaints. It is intended for use both by society members and the general public. The procedure is staged with the aim of always trying to resolve the matter at the earliest possible stage.

#### **Stage 1 : Raising a Concern – the informal procedure**

Contact the society officer, trustee or other person responsible for the matter and tell them of your concern.

- They will attempt to resolve the problem directly within 7 days. If this time scale is impossible they will tell you why, within 7 days, and give you a date when the problem will be considered and a resolution attempted.
- The Board of Trustees will be made aware of your concern only after this stage has been concluded.

#### **Stage 2 : Formal Complaint**

If stage 1 has been unsuccessful, you may make a formal complaint. You should send the details of your complaint, in writing, to the Chair of Trustees.

- The Chair of Trustees will acknowledge your complaint within 48 hours.
- The Chair will appoint a panel of three independent Trustees to investigate your complaint, take evidence from the officer, trustee or member involved, and then write formally to you, within 15 days, to tell you of the outcome. In this process, the panel may contact you for further explanation.

#### **Stage 3 : Appeal to Chair of Trustees**

If you remain dissatisfied with the decision, you can make a formal appeal to the Chair of Trustees. This should be in writing and needs to set out the reasons why you think the panel's decision is wrong.

- The Chair of Trustees will acknowledge your appeal within 48 hours.
- The Chair will contact you to arrange a formal meeting to discuss your appeal. A trustee who has not been involved in the complaint so far will attend only to take minutes of the meeting,
- Both you and the Chair will then sign your agreement to the minutes, which will include the Chair's decision.

If your complaint concerns the action of the Chair of Trustees, then the Chair will be replaced in Stages 2 and 3 by the Membership Secretary.

Approved by Trustees, May 2017

