



Greyface Dartmoor Sheep Breeders Association

Complaint's procedure

The Dartmoor Sheep Breeders Association believe that should a member wish to make a complaint or register a concern they should find it easy to do so.

The DSBA will consider complaints in the context of the Society and its activities. This policy is to ensure that complaints are dealt with in an approved manner.

The Dartmoor Sheep Breeders Association aim

- To ensure that the complaints procedure is effective and is implemented correctly, that complainants feel confident that they have been listened to and that their complaint has been dealt with fairly and promptly.
- Complaints should only be made in the context of the Society's activities and must follow the procedure below.

Where complaints come from

- Complaints may come from an individual member(s) or an organisation that has a legitimate interest in the DSBA and what it does.
- Complaints between members should be resolved between the members wherever possible and only when this fails should the complaint be forwarded to the DSBA.
- Many complaints can be settled quickly and often a phone call to the secretary will be sufficient to resolve an issue.

Stage 1

- Alternatively, the complainant should put their complaint in writing to the Secretary of the DSBA, who will acknowledge that s/he has received the complaint within one week.
- A complaint should always be from the complainant, not a third party.
- The aim will be to try and resolve the issue as soon as possible and within 30 days

- Where the complaint is made against a member of the DSBA (Complainee) by another member of the DSBA (Complainant),
 1. a copy of the written complaint will be sent to all parties concerned, stating who has made the complaint, and the nature of the complaint.
 2. This will provide the complainee with an opportunity to respond.
 3. A response will be issued by the Chairman of the DSBA through the Secretary to all parties involved within three weeks.
- If the complaint is made about the Chairman, or the Chairman is absent, then the matter will be dealt with by the Vice-Chairman and three members of Council. One member of Council will be nominated to support the Chairman.
- If the complaint is made about the Secretary or the Treasurer, then the matter will be dealt with by the Chairman and three members of Council. One member of Council will be nominated to support the Secretary or the Treasurer.

Most complaints should be resolved by the stage 1 process.

Stage 2

Should a complaint not be resolved by stage 1, then the matter will be referred to the whole Council at the next meeting.

- All correspondence regarding the complaint will be circulated to the members of Council and the members who have made the complaint, or are the subject of the complaint, at least 10 days before the meeting.
- The members have made the complaint and those who are complained about will be entitled to make a written representation for the meeting, so must ensure any written response is returned to the DSBA Secretary within 5 days of receipt of the notice of the meeting.
 - The members involved in the complaint will not be entitled to be heard at the council meeting
 - In addition, they must not communicate or correspond with any Member of Council, Chairman, Vice-Chairman or Vice President of the Council about the complaint
- The parties involved will be notified of the outcome 10 days after this Council meeting.

If the matter is considered serious by the DSBA Council, then a disciplinary Committee will be formed from 3 Vice Presidents of the Council who do not currently attend DSBA Council meetings, this group will hear the details and make a recommendation to Council at the next Council meeting. The decision of the DSBA Council will be final.

If the complaint is about the charitable work of the organisation, then please visit the Charities Commission website for details on how to make a complaint about a Charity. Our registered charity number is 266083.

Responsibility

Overall responsibility for this policy and its implementation lies with the DSBA Council.

Review

This policy will be regularly updated and reviewed annually.

Variation of the Complaints Procedure

The DSBA may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about a chairman or trustee should not have the chairman and /or trustee involved in a hearing of the complaint at stage 2 level.

The DSBA reserves the right to protect our members from complaints that are malicious, personally offensive, including obscenities, racist or homophobic language. Problems arise where a complaint is unreasonable and a complainant is not seeking to have a situation remedied but instead is determined to exact retribution for some real or imagined wrong. We reserve the right not to deal with such complaints. The decision not to consider a complaint of this nature will be taken by the Chairman of the DSBA.