

Doncaster & District Family History Society Complaints Procedure

**Stage 1
Informal Complaint**
Can the person receiving the complaint resolve it?
Yes or No?

Notes
All complaints are initially treated as informal



Yes
Consider if further action needs to be taken to prevent issue reoccurring in future. Record informal complaint and the action taken.
Examples:

- change to procedures
- Reminding people of existing procedures
- Article in Ancestor

No
Advise the individual making the complaint that if they wish to take the matter further the complaint must be made in writing and that the person(s) being complained about will get to see the written complaint.

Issue the complaint proforma which should be returned to the Single Point of Contact (SPOC) (or refer to our Website if the Complaints Procedure loaded on).

Recommendation is that SPOC is the Secretary

FORMAL COMPLAINT
Complaint received by the SPOC.



SPOC will:

1. Issue acknowledgement to complainant by sending a letter/e-mail within 2 days.
This will:
 - Confirm the complaint will be investigated
 - We aim to respond within 28 days
 - Advising them that the person being complained against may be shown a copy of the complaint
2. Consider if the next Executive Committee (EC) Meeting is within the next 2 weeks. If it is, send copy of the complaint to the Chairman and add "complaint received" to the Agenda. If the next meeting is more then 2 weeks away, arrange ad hoc meeting/telephone conference to discuss complaint.
3. Report, marked Confidential, of the SPOC, to be sent to the other EC members, as agenda item, prior to meeting.



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At the EC Meeting/telephone conference, the SPOC will produce:

- The complaint
- Any supporting evidence

The EC will decide if there appears to be a case to answer and if further action is required.
(Consider if advice is required from Federation Legal Team)

If further investigation is required, issue further letter to complainant to explain that the complaint is still being investigated and a revised timescale for resolution.

A decision will be valid providing there is a two-thirds majority of those EC members present.



No

The SPOC will write to the person making the complaint advising them that the issue is now closed. This may include details of other actions or changes to processes introduced as a result of the complaint. Letter to be signed by the Chairman on behalf of the EC.

Yes

If the complaint is against an individual, the SPOC will write to the alleged offender outlining details of complaint and give them the opportunity to comment. Comments required within 10 days.

After 10 days, or, when reply received, if earlier, the SPOC will refer back to the EC to make a decision at the next EC meeting or ad hoc meeting/telephone conference.

A two-thirds majority is required for a penalty to be imposed.

Impose penalty (see below)

Write to complainant to confirm matter is now closed.

Letters to be signed by the Chairman on behalf of the EC

Notes

Penalty will be decided by the EC and could include one or more of the following:

- Warning letter
- Expulsion
- Legal Action

Only expulsions will have the right of appeal (as defined in the Constitution)