

Broom Owners Club

COMPLAINTS PROCEDURE

All complaints will be handled with care and in accordance with the procedures agreed by the Broom Owners Club.

Principles

The following principles apply for the handling of complaints:

- Wherever possible differences should be settled informally and as quickly as possible;
- Formal mechanisms for dealing fairly and effectively with complaints should only be used where it is impossible to settle a complaint informally, and
- Procedures should be made available to all members.

Procedures

- Complaints in the first instance should be made to the Chairman;
- If the complaint is not resolved by the Chairman then the complainant will be told of their right to make a formal complaint and how it can be made;
- Formal complaints to the BOC Committee should be made in writing to the BOC Secretary stating the full details of the complaint and what has been done to try and resolve the issue;
- The Secretary will convene a meeting of the Complaints Panel of the BOC Committee as soon as is practicably possible. The complainant will be invited to the meeting and may be accompanied by a (non-legal) colleague if he/she so chooses.
- The Complaints Panel will consist of three members of the Committee plus a Clerk. The Panel may choose their own Chair. It is important that the Panel is independent and impartial and that it is seen to be so. No Committee Member may sit on the Panel if they have had a prior involvement in the complaint or in the circumstances surrounding it.

The Panel can:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;
- recommend changes to the Club's systems or procedures to ensure that problems of a similar nature do not recur, or
- make such other recommendations to the BOC Committee as they see fit.

The aim of the meeting, which will be held in private, will always be to resolve the complaint and achieve reconciliation between the Club and the complainant. However, it has to be recognised the complainant might not be satisfied with the outcome if the Panel does not find in their favour. It may only be possible to establish the facts and make recommendations which will satisfy the complainant that his or her complaint has been taken seriously.

Roles and Responsibilities

The Role of the Clerk

The clerk would be the contact point for the complainant and be required to:

- set the date, time and venue of the meeting, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible;
- collate any written material and send it to the parties in advance of the meeting;
- meet and welcome the parties as they arrive;
- record the proceedings, and
- notify all parties of the panel's decision.

The Role of the Chairman of the Panel

- The Chairman of the Panel has a key role, ensuring that:
- the remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption;
- the issues are addressed;
- key findings of fact are made;
- the meeting is conducted in an informal manner with each party treating the other with respect and courtesy;
- the panel is open minded and acting independently;
- no member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure;
- each side is given the opportunity to state their case and ask questions and
- written material is seen by all parties. If a new issue arises it would be useful to give all parties the opportunity to consider and comment on it.

Notification of the Panel's Decision

The Chairman of the panel needs to ensure that the complainant is notified of the panel's decision in writing. This will be done as soon as possible and not later than 14 days after the meeting. The panel's decision is final.