

# Process for dealing with Informal Complaints

COMPLAINT RECEIVED IN PERSON/BY PHONE/BY EMAIL/BY WEB



STAGE 1

PERSON WHO RECEIVES COMPLAINT ATTEMPTS TO RESOLVE IT



STAGE 2

IF UNRESOLVED DETAILS ARE TAKEN ON COMPLAINTS FORM



STAGE 3

! The process is still informal but details are passed to relevant member and Conference President ONLY with agreement of complainant. If complainant does not agree, go to Stage 2 of the Formal Complaints Process orange form

MEMBER OR CONFERENCE PRESIDENT MAKES CONTACT WITH COMPLAINANT TO RESOLVE ISSUE. ALL RECORDS MUST BE KEPT BY THE PERSON RESPONDING TO THE COMPLAINT



STAGE 4

! If unresolved complaint is escalated to Conference President or one authority higher if deemed more appropriate

CONFERENCE PRESIDENT OR ONE AUTHORITY HIGHER TO CONTACT COMPLAINANT TO RESOLVE ISSUE WITH APOLOGY



STAGE 5

! If complaint is still unresolved at this stage please refer to Stage 2 of the Formal Complaints Process orange form

\* The person against whom the complaint was made has a right to reply, please see complaints policy for full information