

Dunblane & Stirling Beekeepers' Association (SCIO) Complaints Procedure

This document consists of two pages.

Introduction

The purpose of this complaints procedure is to provide a formal process for the hearing and settling of complaints made by any person or organisation against Dunblane & Stirling Beekeepers' Association (SCIO) (DSBA or Association) or any of its charity trustees, members, volunteers or staff.

DSBA tries at all times to carry out its charitable purposes and business in a manner which meets the terms of its constitution and policies. However, DSBA also recognises that mistakes and misunderstandings can happen, and it is essential that there is a formal process which allows for complaint lodging, investigation and, if upheld, any agreed redress applied.

There are three stages to the complaints procedure.

Stage 1

In the first instance, the complainant must raise the matter directly with the individual against whom the complaint is directed, or with the Chair of the Board of DSBA. This may be done verbally or in writing, with the aim of a swift resolution. If a resolution is not reached with mutual agreement then the complaint must be put in writing to the Chair, who shall appoint the Vice Chair (or another office bearer if the complaint is directed at the Vice Chair) plus two other charity trustees who will investigate the complaint. The Chair will inform the person who is the subject of the complaint of this process. The investigation panel shall present their decision to the complainant, in writing, setting out its findings and redress to be applied, if any. If the complainant is dissatisfied with the findings of this initial investigation, then they must inform the Chair of their dissatisfaction, in writing and within 14 days. This will move the process to stage 2.

If the complaint is against the Chair, then the Vice Chair shall take charge of the proceedings.

Stage 2

The Chair will acknowledge receipt of the complaint within 7 days, and shall appoint 3 different charity trustees, one of whom must be an office bearer, to investigate. The decision of this investigation panel shall be presented, in writing, to the complainant, detailing the findings and redress to be applied, if any. If the complainant is still dissatisfied at the decision then a further notification must be given to the Chair, in writing and within 14 days. This will move the process to stage 3.

Stage 3

The Chair will acknowledge receipt of the complaint within 7 days. The Chair will study the findings of both investigation panels, and the guidance given by OSCR. The Chair shall hold a meeting with those office bearers involved in the investigation panels, and this group shall reach a final decision. The Chair shall write to the complainant and the person who is subject of the complaint, detailing the decision and identifying any redress to be applied.

Further

- Each stage must be applied in turn, starting with stage 1
- Written notifications from the complainant must be received within the prescribed timescale or the process will be deemed to be at an end
- The decisions reached by the investigation panels at stage 1 and stage 2 shall be binding on both parties once 14 days have elapsed after their receipt by the complainant
- The decision reached at stage 3 shall be binding on both parties as soon as it has been communicated to the complainant

- The conclusion of stage 3 is the end of DSBA complaints procedure
- Once a satisfactory conclusion has been reached, be it at the end of any of the three stages, then the chair shall write a report which shall be kept on file for five years. The chair shall report the findings to the other members of the Board

Dunblane & Stirling Beekeepers' Association SC048615 also known as DSBA and the Association