

14th July 2015



Complaints Procedure

Introduction

Any expression of dissatisfaction, whether oral or written, and whether justified or not, from or on behalf of an eligible complainant pertaining to **AFMCG** whether external or internal.

How to complain:

- If you have a complaint please contact us via email at founder.afmcg@live.co.uk , marking the email title as Complaint
Please give as much information about your complaint as possible
- Please do not ever verbalise your complaint at the meetings in front of other members & do not openly write complaints on any of Andover FMS & M.E Chatterbook Group (**AFMCG**) sites, ie. Websites, Tumblr, Twitter, Facebook pages / groups or any of **AFMCG** online communities. Comments will be deleted and members reminded to refer to this complaints policy. If a member continues to complain in this manner, we reserve the right to restrict or ban that member from the group.

Complaints Procedure:

We will send you an email acknowledging receipt of your complaint within three days of receiving it.

1. We will then look into your complaint in more detail.
2. We you will be invited you to a meeting with all involved & 2 admin to discuss and hopefully resolve your complaint.
3. Within three days of the meeting, we will email you to confirm what took place and any solutions agreed with you.

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4. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint including suggestions for resolving the matter.
5. You will have 1 week to respond to the email with your satisfaction or dissatisfaction regarding the suggestions to resolve the matter.
6. If all these measures have been taken with no resolution, a further meeting with the founder & another admin to discuss the issues in more depth hopefully leading to the complaint being resolved
7. If the complaint is outlining a person who is responsible for a major breach any guidelines or policies beyond all reasonable doubt. The steps below will be followed;
8. AFMCG reserves the right to ban members from any of their sites if they feel a major breach of guidelines has occurred and no resolution is not a viable option

Dealing with a Complaint:

- Investigate the details of complaint.
If a single complainant with no other members involved then;

If the complaint is found to be justified AFMCG should offer an apology plus an assurance that the situation will be resolved as quickly as possible
- Investigate the details of complaint .
If a complaint involving a dispute between members the steps in (7) above will be taken

Issues between Admin at AFMCG

If for any reason a problem occurs within the team the steps below will be followed:

If the Group Leader can identify that the issue was caused (beyond reasonable doubt) by a certain person responsible then; a discussion to resolve the matter will take place between the admin involved and the Group Leader in the first instance. The three admin will then talk in a group to hopefully resolve the matter. If it cannot be resolved then the admin responsible may be asked to leave.

If the same or subsequent issue occurs involving the same admin who is deemed responsible (beyond all reasonable doubt) on a second occasion; a discussion as per above will take place.

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It will be followed by a letter from the Group Leader to the Admin deemed responsible explaining the actions that will be taken if more problems occur. If it cannot be resolved then the admin responsible may be asked to leave.

On a third known occasion involving the same person deemed responsible beyond all reasonable doubt; the admin will be required to leave on request of the group leader and 'Leaving **AFMCG**' section within the Volunteer Policy should be strictly adhered to.

Issues between AFMCG Admin & members

If for any reason a problem occurs between members & Admin the steps below will be followed:

If the Group Leader is informed of a problem then a discussion to resolve the matter will take place between the members (including Admin) involved with the Group Leader in the first instance. If it can be identified beyond reasonable doubt an admin or the member was at fault on the particular occasion, the Group Leader will speak to the member (including Admin) to address the situation to discuss a resolution.

If problems persist it may result in either the member (including Admin) being restricted from group for a designated time frame or leaving the group on a permanent basis.

Complaints Log:

- A printed copy of the complaint will be placed into the Complaints Log Folder
- A Complaints Log form completed by Admin
- A Plan of Action form to be completed
- An agreed resolution to be documented on designated form with signatures of complainant and the members of Admin including date resolved.

This document is dated **14th July 2015** – to be reviewed **July 2017**