

APPENDIX C: COMPLAINTS PROCEDURE

BACKGROUND

1. It is our policy to ensure that all members have access to a procedure to help deal with any complaints relating to their membership fairly and without unreasonable delay. We will make every effort to resolve complaints informally and in the spirit of cooperation. If, however, you wish to raise a formal written complaint, we will investigate that complaint, inform you in writing of the outcome, and give you a right of appeal if you are not satisfied.
2. This Complaints Procedure should not be used to complain about a disciplinary sanction. If you are dissatisfied with any disciplinary sanction, you should submit an appeal under our Disciplinary Procedure.
3. We have a separate Safeguarding Policy which may be followed if your complaint concerns a child safeguarding matter.
4. This policy applies to all our members and also to third parties who wish to raise complaints relating to any of our members.
5. In order to constitute a complaint capable of being raised as a formal complaint under this policy, the complaint must relate to your membership of YesCymru. Complaints which relate to a personal dispute or disagreement between individual members, but not relating to their membership of YesCymru, will not generally be capable of constituting a complaint capable of being raised as a formal complaint under this policy.

STEP 1 - INFORMAL COMPLAINT

6. Many complaints can be resolved quickly and informally through discussion with another member or members. If you feel unable to do this however, or that doing so would be inappropriate in the circumstances, you should follow the formal steps below.

STEP 2 - FORMAL COMPLAINT

7. If the issue has not been resolved at Step 1 or you wish to raise a formal complaint, you should put your complaint in writing and submit it to complaints@yes.cymru.
8. Your written complaint should set out the nature of your complaint, including any relevant facts, dates, and names of individuals involved so that it can be investigated.
9. Your complaint will be investigated by experienced salaried officers, with a final decision made by the Central Committee at a duly-constituted meeting. You will then be provided with a written response to your complaint, containing any recommendations or outcomes, ordinarily within 28 days of your complaint being submitted. If your complaint requires significant investigation, it may take longer for you to receive a written response.
10. If a member of the Central Committee is subject to your complaint, they will not be able to take part in any Central Committee meeting whilst the issue is being discussed and would need to leave the meeting.
11. Any disciplinary action required to be taken against anyone as a result of your complaint will be dealt with under our Disciplinary Procedure.

STEP 3 - APPEAL

12. If your complaint has not been resolved to your satisfaction, you may send an appeal in writing to appeals@yes.cymru, stating your specific grounds of appeal, within 7 days of the date on which the written response was sent to you.
13. Your appeal will be dealt with impartially by an Appeals Panel, none of whom shall be members of the Central Committee. Your specific grounds of appeal will be investigated by the Appeals Panel and you will be provided with a written response to your appeal, containing any recommendations or outcomes, ordinarily within 28 days of your appeal being received. If your appeal requires significant investigation, it may take longer for you to receive a written response.
14. This is the end of the procedure and there is no further appeal.

CONFIDENTIALITY

15. You must treat as confidential any information communicated to you in connection with your complaint.