

## **Petersfield and District Beekeepers Association**

### **Complaints Procedure**

This policy and procedure of the Petersfield and District Beekeepers Association ("PDBKA") is intended for use by anyone who is a member of PDBKA or participant at an event including any visitor to the apiary operated by the PDBKA or a display stand at a show or exhibition in which the PDBKA is participating or otherwise has any other interaction with PDBKA.

Any complaint under this procedure may include the collection of swarms or any product sold or distributed by PDBKA or its members or inappropriate siting of apiaries by its members which causes a nuisance or inconvenience to the public.

PDBKA recognises that from time to time there may be occasions when it or its individual members may provide a quality or level of service which falls short of what they could reasonably expect or that the PDBKA or its members may have caused them or their property harm in some way.

The continued goodwill of any person who wishes to make a complaint is some way and we would expect to resolve any day to day difficulties or complaints informally and as quickly as possible. In the first instance we would expect you to raise any complaint directly with the member of volunteer or trustee concerned in an attempt to resolve the matter. If a complaint should arise at an event managed by PDBKA then any complaint should be made to the nominated person in charge of the event.

The more formal procedure outlined below is intended for use where informal communication has not resolved the problem.

#### **Formal Complaint**

The complaint should be made either in writing by letter or email to the Chair of PDBKA who will acknowledge, in writing within ten working days, the receipt of any complaint. In addition to stating the nature and circumstances of the complaint the complainant is strongly encouraged to state the remedial action they wish to be taken. If the complaint is about the Chair of PDBKA, the complaint should be addressed to the Secretary (marked '*confidential*').

The complainant shall initially be invited to a meeting to address the complaint with the trustees to attempt to resolve the matter, at this, and any subsequent stage, the complainant may be accompanied or supported by a friend, but not a legal representative.

#### **This is what PDBKA will do:**

The Chair of the PDBKA will investigate the circumstances leading to the complaint and will communicate the results of the investigation to the complainant within a reasonable time – normally within 20 working days of the complaint being received. If the complaint is found to be justified, the Chair of the PDBKA will agree any necessary further action with the complainant.

If the matter involves an offence under any legislation the matter may be referred to the appropriate authorities or the PDBKA may seek the advice from any such authority of any action which may be taken to resolve the matter.

The complainant will have the right – if dissatisfied with the results of the enquiry – to put their case, in writing, to an appeal panel of three Trustees of the PDBKA, which will include at least one Honorary Officer. The appeal must be lodged within 20 days from the date of the original findings of the complaints procedure. The appeal will be dealt with within 20 days of receipt of the wish to appeal by the complainant.

If the appeal is found to be justified, the appeal panel will agree any necessary further action with the complainant. The decision of the appeal panel is final and no further appeal is possible.

The Chair of the PDBKA will keep the Board of Trustees informed of the number and nature of complaints, and the outcomes. The Chair will report to the Board of Trustees on any complaints received by PDBKA at least once in each year.

#### **If you have a complaint, contact:**

The Chair of the PDBKA