

The Ringstead Protection Society Resolution of the Trustees

The Trustees hereby unanimously resolve that the procedure set out below be and is hereby adopted with immediate effect to be the procedure to be adopted as that for considering complaints that may be made against the Society, but recognising that, in the light of experience, it might require amendment.

The Procedure

1. The complainant must send the complaint in writing to the Secretary, setting out in detail the nature of the complaint and the reasons why the complainant believes the complaint to be valid.
2. The Trustees will pass the complaint to a "Complaints Sub Committee" ("CSC") convened for the purpose of examining the complaint drawn from the Trustees (but not the Chairman) and the General Committee ("GC"). The number and skill set of the CSC to be appropriate and matched to the nature of the complaint and decided upon by the Trustees (excluding the Chairman) but shall include at least one Trustee (but not the Chairman) and two members of the GC.
3. The CSC shall do whatever it deems necessary to investigate the complaint and write its report. The report may contain recommendations to the Society to do things and/or take actions. The report shall be submitted to the Trustees within six weeks (or other number appropriate to the circumstances) of the complaint being given to the CSC to investigate.
4. The Trustees, other than the Chairman or those on the CSC, shall consider the report and, if they so wish, discuss it with the CSC. If a majority of the Trustees (excluding the Chairman) agree, the report will be sent to the complainant.
5. If such majority of the Trustees cannot agree on the report, the report in that form will be referred to the GC and if a majority of the GC (excluding those on the CSC) agree the form of the report, with changes if agreed by the majority, it will be sent to the complainant.
6. If the complainant is not satisfied with the report and its outcome then the complainant may write to the Chairman of the Trustees setting out why they are not satisfied.
7. The Chairman shall then investigate the complainant's comments, either alone or co-opting whomsoever s/he wishes and write a response, which may include decisions to do things and/or take actions.
8. The response is then sent to the complainant.
9. The matter is then closed.

Dated 12 November 2021

Jan Scott