



The Scottish Beekeepers' Association

The Scottish Beekeepers Association is a Scottish Charitable Incorporated Organisation, registered in Scotland, number SC009345.

Complaints Procedure

Note: This document contains two pages

Introduction

The purpose of this complaints procedure is to provide a formal process by which any person or organisation that believes they have grounds for a complaint against the Scottish Beekeepers' Association (SCIO) (the SBA) may have that complaint heard and any agreed redress applied. This procedure in no way affects the statutory rights to any civil or criminal complaint.

General

The SBA tries at all times to meet the needs of its members and to carry out its undertakings in a manner that meets the terms of its constitution and policies. However the SBA also recognises that occasionally mistakes and misunderstandings can take place, and it is essential that, if this happens, there is a formal process by which any complaint against the organisation may be lodged, a case presented, and if upheld, any agreed redress applied.

The procedure consists of three stages.

Stage 1

In the first instance, the complainant must raise the matter directly with the individual, chairperson, or committee of the SBA against whom the complaint is directed. This may be orally or in writing, with a view to swift resolution of the matter. If a satisfactory resolution of the matter is not achieved by mutual agreement, then the complainant may apply in writing to the SBA General Secretary to move to stage 2, and at the same time must notify the person who is the subject of their complaint of their intent to do so.

Stage 2

Any application under stage 2 must be made to the General Secretary within 14 days of the last failed attempt to resolve the matter under stage 1. The application must include a full written record of the complaint, and all that has taken place so far in order to try to resolve it.

The General Secretary will acknowledge receipt of the complaint within 7 days, and the details of the complaint will then be considered by a Complaints Panel consisting of the President or Vice - President, and four other members of the Board of Trustees. The Complaints Panel will consider the matter within 28 days of receipt by the General Secretary, and will convey their decision to the complainant in writing, via the General Secretary, within 14 days of reaching their decision. This response will set out the Panel's reasons for reaching their decision, and will identify any redress to be applied.

If at this point the complainant is not satisfied, they will be entitled to lodge an appeal under stage 3.

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Stage 3

Any appeal by the complainant under stage 3 must be lodged within 14 days of receipt of the Complaints Panel's findings. The appeal must be lodged in writing to the General Secretary, stating the grounds for appeal. The General Secretary will acknowledge receipt of the appeal within 7 days, and the details of the complaint will then be considered by an Appeal Panel consisting of the President or Vice -President, plus two members of the Board of Trustees (these must be trustees who were not involved in stage 2), plus the Chairpersons from two member affiliated beekeeping associations (ABAs) of the SBA. The ABA chairpersons will be drawn from ABAs other than those having any connection with the complainant or complaint. In the event that it is not possible to find two trustees who were not involved in stage 1, then a further two ABA chairpersons will take their place on the Appeal Panel.

The Appeal Panel will consider the appeal within 28 days of its receipt by the General Secretary, and convey their decision to the complainant in writing, via the General Secretary, within 14 days of reaching their decision. This response will set out the panel's reasons for reaching their decision, and will identify any redress to be applied.

Rules

1 Each stage must be applied in turn, beginning at stage 1.

2 Applications by the complainant to progress to either of stage 2 or 3 must be made within the prescribed period, otherwise the process is deemed to be at an end.

3 The decisions of both parties at stage 1, and of the Complaints Panel at stage 2, will be binding on both parties once 14 days have elapsed after their receipt by the complainant.

4 The decision of the Appeal Panel will be binding on both parties as soon as the Appeal Panel's decision has been communicated to the complainant.

5 The conclusion of stage 3 is the end of the SBA complaints procedure.