



SBBOT Governance – Complaints Procedure

This policy is designed to allow the confidential reporting of matters of concern, such as misconduct, misuse of funds, mismanagement, and risks to SBBOT or to people connected with it. The policy will be made available on the SBBOT website and reviewed annually. There is a separate staff Disciplinary & Grievance Procedure.

SBBOT assures all those making a complaint or allegation or expressing concern that:

- They will be taken seriously
- Those who raise such concerns in good faith need have no fear of reprisals or other adverse consequences
- All expressed concerns will be properly assessed and investigated in a way that is fair to the complainant and others involved
- Complainants will not be named if they do not wish to be
- Appropriate action will be taken where a complaint is upheld
- Complainants will receive feedback on the outcome of the investigations

Complaints Procedure

Depending on the nature of the complaint concerns should be reported to:

- The Warden, unless it concerns the Warden
- The chair of the Trust, unless it concerns the chair
- Any other office-holder or Trustee
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Those receiving a complaint should:

- Take down the details of the complaint as fully as possible
- Ascertain if it is appropriate that the identity of the complainant can be disclosed to Council
- Make it clear that they will discuss the complaint with Council
- Bring the complaint to the attention of Council at the next scheduled meeting, or bring it to the immediate attention of the chair or other office holder, depending on the severity and whether urgent action is needed.

The Warden, Officers, or the Council will

- Ensure that all complaints are investigated fully and ensure that any witnesses on both sides of any dispute are interviewed.
- Make a written record of the complaint, which should be agreed as full and correct by those present
- Investigate the complaint and take appropriate action
- Inform the complainant of the outcome in writing