



Sandwich Bay Bird Observatory Trust

Guilford Road, Sandwich Bay, Sandwich, Kent, CT13 9PF

www.sbbot.org.uk sbbotmail@gmail.com 01304 617341

Registered
Charity
no. 289343

COMPLAINTS POLICY AND PROCEDURE FOR EMPLOYEES, TRUSTEES MEMBERS & VISITORS

This policy is designed to allow 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.

All those making a complaint or allegation or expressing concern can be assured that:

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

Complaint Procedure

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

- (1) The Chair of the Trust or if that is inappropriate
- (2) Any of the other officers of the Trust or if that is inappropriate
- (3) Any other Trustee

The person receiving the complaint should:

- Document the details of the complaint as fully as possible
- Ascertain if 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, call an emergency meeting or send an e-mail, depending on the severity and need for urgent action.

Council will

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

