

ST IVES JUMBO ASSOCIATION
REGISTERED CHARITY NUMBER 1142930

COMPLAINTS/DISPUTE RESOLUTION POLICY

St Ives Jumbo Association undertakes to consider any complaint or dispute involving the Association, its Officers or practices in accordance with the following procedure.

Step 1: Do you have a complaint?

- A complaint may be made about an activity of the Association
- An event hosted by the Association
- The conduct of an officer or Committee Member of the Association
- The conduct of a volunteer acting on behalf of the Association
- An independent worker acting for or employed by the Association

Step 2: Making a Complaint

A complaint may be made to any of the Officers of the Association.

The contact details for the Association can be found on our website www.stivesjumbo.com and can be found on the Charity Commission website under our registered charity number 1142930.

Complaints should also be made in writing to:

The Membership Secretary, St.Ives Jumbo Association, c/o Teak Room Studio, Tremorna, Wheal Margery, Carbis Bay, St. Ives TR26 2RH

Telephone: 01736 793657, e-mail: mail@stivesjumbo.com

There will be an acknowledgement of receipt of your complaint from the Secretary and if possible the Secretary will try to address your complaint within 14 days of receipt. If the matter cannot be resolved within a mutually agree time, then the complaint will move on to Step 3.

Step 3: Lets have a meeting to sort the problem out

A meeting will be arranged between the Secretary of the Association and the complainant and three other members of the Board within 14 days of the referral to Step 3. This meeting will not include any Officer/volunteer about whom the complaint may be made.

This meeting will be minuted and a copy given to the complainant and a copy will be placed on file. It is hoped that a decision and action to resolve the complaint will be satisfactorily reached at this stage.

Step 4: Still not happy?

If a satisfactory result is not achieved, the matter will move onto Step 4. The complaint will be referred to the full Board Meeting at their next meeting, or a special meeting will be organised within 20 days if that is sooner. The complainant will be invited to attend the Board Meeting and state the details of their complaint. The Board have the right to discuss the matter in private and report back to the complainant. The complainant does not have the right to be present for this discussion about the complaint and will be asked to leave the room when they have provided the details about their complaint to the Board.

The complainant will be informed in writing of the outcome of the discussion and if still dissatisfied with the outcome can refer the matter to an independent enquiry panel.

The Association will undertake to contact a local Volunteer Bureau to recommend panel members not associated with the organisation and who will hear the complaint as an Appeal Panel.

The advice of this Appeal Panel will be presented to the Board of St. Ives Jumbo Association for a full decision and this decision will be final.

Notes:

At all stages a complainant has the right to be represented by a person of their choice, who role must be made clear to the Secretary of the Association and Board Members.

Should the complaint involve misconduct by an Officer, volunteer, representative, or employee of the Association, the Secretary will request the matter be referred for disciplinary action.

1st July 2011