



Ouessant Sheep Society of Great Britain

Constitution Appendix C - Complaints procedure

We will make the following complaints procedure available to any member who is dissatisfied in their dealings with the society.

1. You should make any complaint about the Society to the Chair. In any circumstances where the complaint relates to the Chair, it should be addressed to the Secretary. Complaints may be made verbally in the first instance by telephoning the appropriate officer of the Society but should be followed up in writing, either by letter or e-mail. Your name and contact details must be included.
2. We will provide written acknowledgement of the complaint
3. We will investigate the complaint and provide written confirmation of the outcome of the complaint within ten working days.
4. If the complaint cannot be resolved in the short-term a letter will be sent to you within ten working days of the original complaint, clearly explaining the delay and what we are doing to resolve the matter.
5. If the Society is at fault it will apologise, explain how the problem occurred and let you know the measures being taken to prevent it happening again.
6. If you are not satisfied with the response you may appeal to the Committee. The matter will then be considered by the Committee at the next available meeting. The Secretary will convey the Committee's findings to you within 10 working days
7. Records of any complaints received will be kept by the Society for two years from the date of the initial communication and will be made available for inspection if necessary. The records will include the name of the complainant, the substance of the complaint and the actions taken in resolution.
8. Members who complain will also be referred to the mechanisms in this constitution to remove officers and change the policy of the society.