

Complaints Handling

In the event of a complaint by either a member of the association or a member of the public then the complaint shall be passed to a sub committee consisting of the officers of the association. The sub committee will consider all relevant fact having enquired of whosoever the sub committee consider to be appropriate witnesses. For this purpose the officers are the Chairman, Secretary, and Treasurer, Should any officer be the subject of the complaint then that officer will be replaced by alternatives in the following order, President, Vice Chairman, An other committee member elected by the Executive Committee excluding the Officers as above, President and Vice Chairman.

A decision shall be made when the facts have been determined and communicated at the earliest opportunity to the complainant and all other relevant parties.