SAMA 82	Controlled Document

The South Atlantic Medal Association (1982)

COMPLAINTS POLICY

Policy Number	17
Document Owner	SAMA (82)
Ratifying Body	Board Of Trustees
Policy Lead	Christopher Howe MBE
Available (upon approval) to	Members and Volunteers
Next Scheduled Review Date	14/10/2028

POLICY CONTEXT & REQUIREMENT

This policy has been developed to protect the organisation, employees, trustees, membership and volunteers by ensuring the organisation has clear and effective procedures in place, to address complaints fairly, promptly and efficiently

Version Control				
Version	Author	Status	Date	Change Detail
2	Andrew Lockett	Implemented	14/10/2024	N/A
2.1	Alan Dodsworth	Implemented	19/08/2026	New Front Page, Policy Lead & Version Control

1. **Safeguarding issues**

1.1 Where a complaint involves safeguarding or sexual harassment issues then it will be conducted under the safeguarding policy and an entirely different process will be followed.

2. **Reporting other complaints**

2.1 This document gives the procedure to make a complaint about the conduct of Trustees or members of the association.

2.2 To proceed with a complaint, submit the following information:

- 2.2.1 the title or nature of the complaint,
- 2.2.2 an account of the activity which has led to this complaint,
- 2.2.3 the supporting information and/or supporting documents,
- 2.2.4 witness statements, where available,
- 2.2.5 names of persons that may give statements or accounts,
- 2.2.6 explain the redress you seek in answering the complaint,
- 2.2.7 a statement accepting the complaints procedure,
- 2.2.8 a statement that a complainant is aware that information supplied may be shared with trustees and any members of the association, volunteers, employees or others who may be able to provide information relevant to the complaint. Only provide information that can be shared.

3. **Investigating complaints**

3.1 Trustees will form a panel to examine the information you provide and seek other information relevant to the complaint on which it will then form a judgement.

- 3.1.1 If the complaint is found to be justified, then the panel will endeavour to provide a reasonable and practicable redress.
- 3.1.2 The complainant may address the panel personally to support the complaint. A meeting or conference call will be arranged for that purpose.
- 3.1.3 A trustee subject to a complaint will not be allowed to be part of the panel.
- 3.1.4 The panel will be formed by disinterested parties and will contain at least one trustee, members or specialists from outside the association.

3.2 Where the complaint is against the trustee body, the complaint shall be deemed to be against the person who is accountable for that particular portfolio.

3.3 Where a serious complaint is made against the body corporate of trustees then persons outside the association may be asked to form the panel.

3.4 The panel intends to inform the complainant of its findings within 30 days.

- 3.4.1 However, where witness statements are required, or document searches are needed this time scale may not be achievable.

4. **Complaint withdrawal**

4.1 The complainant may withdraw your complaint at any time, in writing, to the association office.