



Procedure:	Northumbria Blood Bikes Definition: Discipline and Complaints		
Owner:	Peter Robertson	Author:	Peter Robertson
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A. Why do we need this Procedure

This document sets out the NBB Complaints and Disciplinary Procedures

B. Who is Responsible for this Procedure

The Chair of the group is responsible for the maintenance of this procedure.
The Executive Committee is responsible for approving this procedure.

All members of NBB are bound by the rules laid out in this procedure.

C. When will this Policy be reviewed

The procedure will be reviewed a maximum of one year following its approval.

D. How will changes be notified

The latest version of the procedure will be made available via the members' library on the group website. New versions will be announced via email to all qualified riders, drivers, shift coordinators and the executive committee.

1. Aim of Procedure

- 1.1.** The aim of this procedure is to ensure that all complaints and any consequent disciplinary processes are handled and carried out fairly, appropriately and as swiftly as possible.

2. Sources of Complaints

- 2.1.** Complaints may be received verbally or in writing including via the “Contact Us” page of the website
- 2.2.** if a comment offered as feedback to the group is considered to be of sufficient seriousness it can, at the discretion of the Chair be considered as a complaint;
- 2.3.** Complainants may on occasion request that their complaint is not formally investigated and / or taken forward e.g. to avoid potential embarrassment. The committee may however deem that the issue raised is sufficiently serious as to necessitate investigation and possible action. In these circumstances:
 - 2.3.1.** The complainant will be informed in advance and may make representations to the Chair to desist from investigations etc;
 - 2.3.2.** Any investigation will be conducted with the utmost discretion.

3. Complaint Handling

- 3.1.** The conduct of any member which is the cause of complaint from a service user, member of the public or fellow Northumbria Blood Bikes member or whose actions are agreed by the Committee / Trustees as possibly bring the charity into disrepute and / or endanger it's effective operation will be the subject of a formal investigation by the Membership Secretary.
- 3.2.** If a conflict of interest may arise through the Membership Secretary being the investigating committee member the Chair may ask another person without a potential conflict of interest (normally a committee member) to undertake the investigation.

4. Process

- 4.1.** If the complaint concerns conduct while on shift, or standards of riding / driving and / or usage of a charity operated vehicle, then the member will not be allowed to use an NBB operated vehicle until the issue is resolved.
- 4.2.** If the complaint is deemed by the Chair of the group (or if he / she is not able to take a decision due e.g. to unavailability within a reasonable timescale, the Vice-Chair) to be sufficiently serious the member may be suspended from all, or any part of, NBB activities, this to include for example, riding, driving, shift co-ordinating, representing the group, fundraising, access to IT systems and groups.
- 4.3.** Unless exceptional circumstances apply the investigating officer will provide a report to the Committee within three weeks of being asked to investigate.
 - 4.3.1.** This will include the member(s) who is the subject of the complaint being asked for a response.
- 4.4.** At their next meeting the Committee will decide what action to take if any.

4.5. It may be that a member is the subject of a number of complaints which are upheld. The committee may then decide to take into account these previous decisions (whether they resulted in any 'sanctions' or not) in considering the sanctions to apply if and when any further complaint is upheld within a period of two years from the last previous decision to uphold a complaint.

4.6. The member will first have a right of appeal to the Chair of the charity who will not take part in / be present at the above decision making to aid impartiality. In his / her absence that part of the meeting will be chaired by the Vice-Chair, or in his/her absence another committee member agreed by those present.

4.7. If the member wishes to appeal further they may do so to the next General Meeting of the group.

5. Outcomes

5.1. If the complaint is not upheld:

5.1.1. The member whose behaviour was complained about will be informed in writing that this is the case and that no further action will take place;

5.2. If the complaint is upheld the committee will have decided on appropriate action.

5.2.1. This may include the suspension or removal of membership, suspension of carrying out NBB roles eg riding, driving etc for fixed or indeterminate periods and / or a requirement for appropriate observed rides / drives and / or re-training. The member will be informed of this decision in writing.

5.3. The complainant will be contacted with a formal apology or a 'thank you for informing us' as appropriate or with the information that the complaint has not been upheld.

6. Exceptions and Variations

6.1. There are no exceptions and variations.

7. Administration

7.1. NBB Documentation

7.1.1. A formal record of complaints and outcomes will be kept by the Secretary of the charity to include copies of the original complaint, the committee decision, the result of any appeal(s), the notification to the member and any apology issued to the complainant.

7.1.2. A formal apology letter will be issued as appropriate.

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Version Control and History

Date	Version	Author:	Reason For Change
	1.0	Peter Robertson	First Version