



Procedure:	Northumbria Blood Bikes Definition: Discipline and Complaints		
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Approved:	15 May 2018	By:	Executive Committee
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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 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 NBB website.
- 2.2.** Where 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 of the investigation beginning 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 bringing 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. Suspension From Duties

- 4.1.1.** 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 matter is resolved.
- 4.1.2.** If the complaint is deemed by the Chair of the group (or an appointed deputy where appropriate) 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 controlling, representing the group, fundraising, access to IT systems.

4.2. Notification of Investigation

- 4.2.1.** The member under investigation will be notified of the investigation and the nature of the complaint against them. The notification will be sent by email to the member's registered email address and by post.
- 4.2.2.** The complainant will be notified that an NBB investigation has been instigated and that they will be notified of the outcome in due course. Notification to be sent by post.

4.3. Report for Committee

- 4.3.1.** Unless exceptional circumstances apply the investigating officer will prepare a report to the Committee within three weeks of being asked to investigate.
- 4.3.2.** The report for committee should include all relevant evidence including at least
 - Statement from the complainant (the original complaint may suffice)
 - Statement from the member(s) who is the subject of the complaint
 - Summary of any pertinent law or NBB regulations pertaining to the matter
 - Proposed response / action to be taken by the Committee.
- 4.3.3.** At the next meeting the Committee will review the report
- 4.3.4.** Following the review of the report the Chair of the group will recuse themselves from the discussion, and will not take part in any decision making, to aid future impartiality in the event of an appeal.
- 4.3.5.** In the absence of the Chair, the Vice-Chair, or an appointed deputy, will lead the discussion and the remaining committee members shall decide the outcome of the complaint. 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.
- 4.3.6.** It may be that a member is the subject of several complaints which are upheld. The committee may decide to consider these previous outcomes (whether they resulted in any 'sanctions' or not) when deliberating on sanctions to apply provided that the previous events occurred within a period of two years prior to the event under consideration.

4.4. Notification of Outcome

- 4.4.1.** The Chair of the group will be notified of the decision of the committee, on their return to the committee meeting.
- 4.4.2.** If the complaint is Upheld:
 - 4.4.2.1.** The member under investigation will be notified of the decision of the committee any sanctions or restrictions to be placed on their membership of the group.
 - 4.4.2.2.** The member under investigation will be informed that they have the right to appeal to the Chair of the group. Notice of intent to appeal must be received, in writing, by the investigating officer, within fourteen days of the member's receipt of the notification.
 - 4.4.2.3.** The notification will be sent by the investigating officer, by email to the member's registered email address and by post.
 - 4.4.2.4.** The complainant shall be not be notified at this stage, in case an appeal is instigated.
- 4.4.3.** If the complaint is Not Upheld:
 - 4.4.3.1.** The member under investigation will be notified of the decision of the committee and that no further action will take place. Any restrictions on duties or access to NBB systems will be removed.
 - 4.4.3.2.** The member notification will be sent by email to the member's registered email address and by post.

- 4.4.3.3.** The complainant will be notified of the outcome of the investigation, with the information that the complaint has not been upheld but with an appropriate note of thanks for raising the matter.
- 4.4.3.4.** The complainant notification to be sent by the investigating officer, by post.

4.5. Appeals

- 4.5.1.** Notice of intention to appeal must be given, in writing, to the investigating officer within the timescale notified.
- 4.5.2.** The Investigating officer will prepare an evidence pack, containing the evidence gathered during the investigation phase and will supply a copy of this pack to the Member who has given notice of appeal, with a further fourteen days' notice to submit their appeal, in writing to the investigating officer.
- 4.5.3.** On receipt of the appeal, a copy of it, and the evidence pack, will be supplied to the Chair of the group for consideration.
- 4.5.4.** Within Fourteen days of receipt of the above, the Chair will make known their findings on the appeal, and prepare an appropriate report of explanation.
- 4.5.5.** The Chair will notify the committee of their findings on the appeal and share the report of explanation.
- 4.5.6.** The appellant will be notified of the appeal findings and be given an explanation thereof.
- 4.5.7.** The appellant notification to be sent by the Chair by email to the member's registered email address and by post.
- 4.5.8.** The complainant will be notified of the outcome of the investigation/appeal, with the information and with an appropriate note of thanks for raising the matter.
- 4.5.9.** The complainant notification to be sent by the investigating officer, by post.

5. Exceptions and Variations

- 5.1.** There are no exceptions and variations.

6. Administration

6.1. NBB Documentation

- 6.1.1.** 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), all notifications to the member and to the complainant.
- 6.1.2.** An electronic copy of all documentation is to be stored in the appropriate folder of the committee shared cloud storage.

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Discipline and Complaints**

Version Control and History

Date	Version	Author:	Reason For Change
	1.0	Peter Robertson	First Version
May 2018	3.0	Michael Thompson	Periodic Review