



Procedure:	Northumbria Blood Bikes Definition: Discipline and Complaints		
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Approved:		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 Policy

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

Any member of NBB is bound by the rules laid out in this procedure.

C. When will this Policy be reviewed

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

D. How will changes be notified

The latest version of the policy 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.

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 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 an charity operated vehicle, then the member will not be allowed to use an NBB operated vehicle until the issue is resolved.
- 4.2.** Unless exceptional circumstances apply the investigating officer will provide a report to the Committee within three weeks of being asked to investigate. At their next meeting the Committee will decide what action to take if any.
- 4.3.** The member will 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.

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 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, the notification to the member and any apology issued to the complainant.

7.1.2. A formal apology letter will be issued.

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Version Control and History

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