

## Complaints Procedure

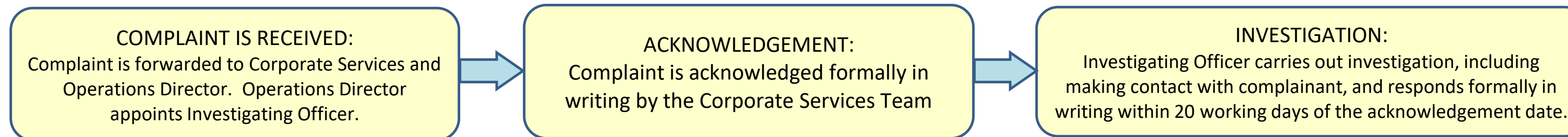
### A Complaint is:

*“an expression of dissatisfaction or concern, made by any communication method by one or more members of the public about the associations action or lack of action or about the standard of service provided which requires a response”*

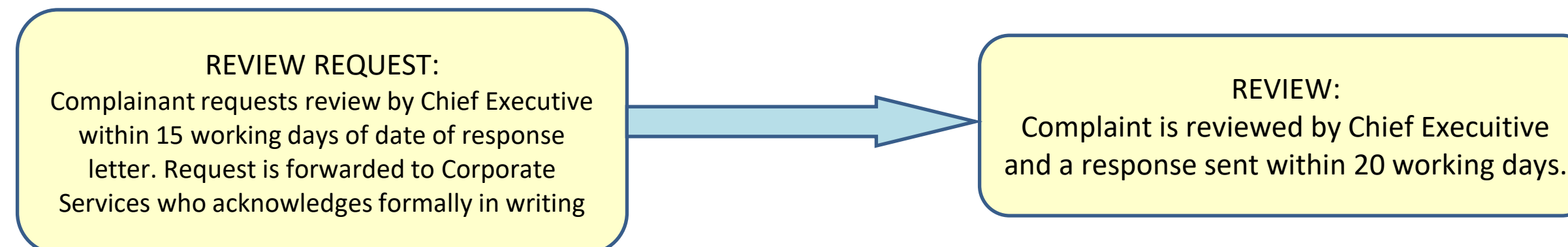
### Exclusions:

*The issue occurred 6+ months ago (may not apply where there are safeguarding or health and safety issues), legal proceedings have begun, the matter has already been through the complaints policy, it is an initial request for service or an appeal against a “properly made” decision, it is seeking change to legislation or policy or to lobby groups/organisations to promote a cause, or the matter has clearly not caused the complainant any injustice*

#### STAGE 1



#### STAGE 2



#### APPEAL

