



## **COMPLAINTS PROCEDURE**

### **1. GENERAL:**

- A. In all matters of complaint, The Multiple Sclerosis and Parkinson's Society of Canterbury shall be under a duty to act fairly towards the complainant and all other parties with a view to speedy resolution of the complaint.

### **2. COMPLAINTS BY MEMBERS OF THE MULTIPLE SCLEROSIS AND PARKINSON'S SOCIETY OF CANTERBURY AGAINST EMPLOYEES:**

- a. If any member has a complaint against any of the employees of The Multiple Sclerosis and Parkinson's Society of Canterbury, he/she should attempt to resolve the complaint by discussion with the employee. If the complaint cannot be resolved by such discussion, it will be forwarded to the Manager.
- b. If the Manager cannot resolve the matter by direct discussion, the complainant has the right to take his/her complaint to The Multiple Sclerosis and Parkinson's Society of Canterbury's Board of Management. If the original complaint is made orally, it is a requirement that the complainant put his/her complaint in writing at this stage.
- c. After receiving the written complaint, the Board of Management shall inform the employee concerned of the particulars of the complaint and request a written response within seven (7) days of receipt of those particulars.
- d. If the employee's answer raises new material, the Board of Management shall, if appropriate, forward the answer to the complainant and invite the complainant to respond further to the Board of Management in writing, within seven (7) days of receipt of the employee's answer.
  - i. In the event of discussion failing to result in a settlement of the matter, the Board of Management shall consider the complaint, the answer and the response and make a decision within fourteen (14) days of receipt of the response. The Board of Management may, if it considers appropriate, refer the matter to mediation for resolution.
- e. The decision of the Board of Management shall be notified to the complainant and the employee concerned after it has been made.
- f. The decision of the Board of Management shall be full and final.

**3. COMPLAINTS BY MEMBERS OF THE MULTIPLE SCLEROSIS AND PARKINSON'S SOCIETY OF CANTERBURY AGAINST THE BOARD OF MANAGEMENT:**

- a. If any member or employee has a complaint against members of the Board of Management the procedure set forth in (2) above, shall apply wherever applicable, subject to:
  - i. The Board of Management shall set up a sub-committee for dealing with the complaint. The sub-committee shall consist of a person or persons who are not members of the Board of Management and not employees.
  - ii. The sub-committee shall present its decision to the Board of Management.

**4. COMPLAINTS BY MEMBERS OF THE PUBLIC AGAINST THE MULTIPLE SCLEROSIS AND PARKINSON'S SOCIETY OF CANTERBURY OR ITS EMPLOYEES:**

- a. If any member of the public has a complaint against The Multiple Sclerosis and Parkinson's Society of Canterbury or its members, he/she should attempt to resolve the complaint by discussion with the employee [where appropriate] or the Manager. If the complaint is directed to the Manager, he will investigate the complaint and attempt to resolve it to the reasonable satisfaction of all parties. The Manager will undertake his investigation and respond to the Complainant in writing within 14 days of receipt of the complaint.
- b. If the Manager cannot resolve the matter by direct discussion, then the Complainant has the right to take his/her complaint directly to The Multiple Sclerosis and Parkinson's Society of Canterbury Board of Management. It is a requirement that the complainant (if the original complaint is made orally) put his/her complaint in writing at this stage.
- c. The Board of Management shall forthwith, after receiving the written complaint inform the employee concerned or the Manager of the particulars of the complaint and request a written response within seven (7) days of receipt of those particulars.
- d. If the employee's or Manager's answer raises new material, the Board of Management shall, if appropriate, forward the answer to the complainant and invite him/her to respond further to the Board of Management in writing, within seven (7) days of receipt of the employee's / Manager's answer.
- e. In the event of discussion failing to result in a settlement of the matter, the Board of Management shall consider the complaint, the answer and the response and make a decision within fourteen (14) days of receipt of the response. The Board of Management may, if it considers proper so to do, refer the matter to mediation for resolution.
- f. After the Board of Management has taken a decision, the complainant, the employee concerned and/or the Manager shall be notified.

**5. THE DECISION OF THE BOARD OF MANAGEMENT SHALL BE FULL AND FINAL**