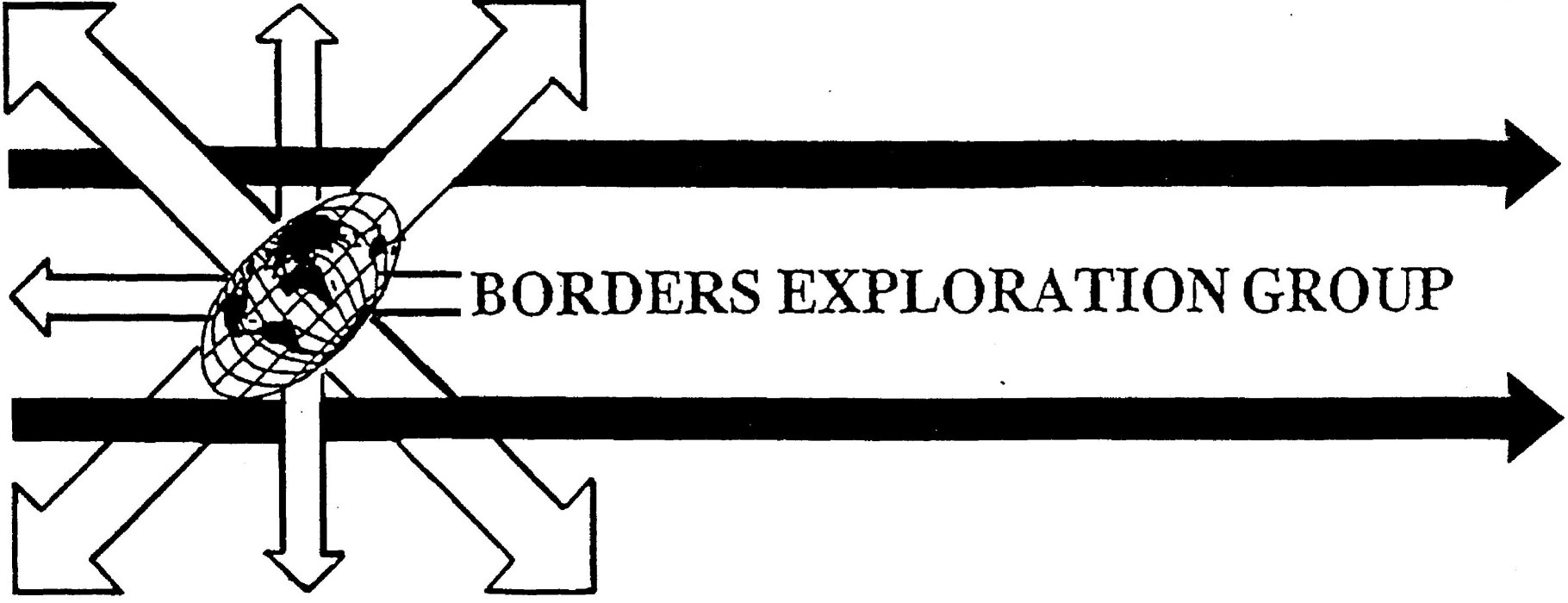
**Borders Exploration Group**

**Complaints Policy**

**Aim**

Borders Exploration Group is committed to listen to, investigate and respond appropriately to all complaints or comments received about it or its volunteers to resolve matters promptly and with a view to continuous improvement of Borders Exploration Group’s activities.

**Scope**

This policy applies to all areas of Borders Exploration Group’s operations whether at home or abroad, and to all its volunteers.

**Definitions**

Complaint

An expression of dissatisfaction about any aspect of Borders Exploration Group or its volunteers which the complainant expects to be investigated, to be acted on and to receive a response about.

Comment

A positive comment noting that something was done well or a constructive comment or suggestion noting that something could have been done better or differently but the person lodging it does not wish it to be treated as a complaint.

**Principles**

* Complaints and comments may be made in writing, by letter or email, or verbally in person or by phone. However repeat complaints on the same matter should be made in writing.
* With regards to complaints, Borders Exploration Group will:
  + take all complaints seriously
  + record them accurately
  + investigate them fully and fairly
  + respond appropriately within the timescales stated in this policy
  + take any remedial action required
* With regards to comments, Borders Exploration Group will:
  + take all comments seriously
  + consider them and take any appropriate action
  + respond to the person making the comment to thank them for their submission and inform them of any action to be taken
* Borders Exploration Group will strive to deal with complaints at first point of contact. If this is not possible because the complaint is complex or can not immediately be resolved, then an investigation will take place.
* Complaints should be made to the Chairperson. If the complaint is about the Chairperson, they should make it to the Vice Chairperson. Any BEG expedition participant, whether a leader or venturer, who has a complaint under the scope of this policy should, in the first instance, discuss this with the Chief Leader. If the complaint is about the Chief Leader they should discuss it with the Chairperson of BEG.
* Borders Exploration Group will respond to complaints with the following timescales:
  + Acknowledge within 7 days.
  + Investigate within 30 days.
  + Reply to the complainer within 45 days.

Where it is not possible to adhere to these timescales, the complainant will be informed promptly of the new timescale and the reason for this.

* Overall responsibility for dealing with complaints/comments rests with the Chair who will investigate with one other office bearer. If the Chair is not available then the Vice Chair will deputise.
* No distinction will be made between the way complaints are dealt with regarding their origin i.e. from within the organisation or from a member of the public.
* All complaints, including malicious complaints, will be dealt with fairly, openly, professionally and with consideration and courtesy.
* This policy will be available on the BEG website for all to access.

**Repeat and Malicious Complaints**

* All complaints will be investigated and treated as legitimate until proven to be otherwise.
* A complaint will be regarded as a repeat complaint if a complainer lodges the same matter or asks for a previously completed matter to be re-opened on three or more occasions. Such complainers will be regarded as repeat complainers.
* A complaint will be treated as a malicious complaint if the matter has been complained about on two previous occasions where it has been proved that it does not have substance or has been resolved. A malicious complainer is one who makes such complaints.

**Appeals**

* Any complainer who is dissatisfied with the result of a complaint may submit an appeal to the Committee. Appeals should be lodged within one calendar month of the outcome of the complaint and be made in writing.
* If a complainant does not feel their complaint was resolved satisfactorily they can complain to OSCR.

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| Agreed |  |
| To be reviewed |  |