

GCCG Complaints Procedure

Members may make complaints either to the Chair or to the relevant Committee member, to whom the Chair would refer any complaint received. If the complaint is about the Chair, it would be referred to the General Secretary.

This procedure would be followed-

Stage 1: The Committee member would investigate and reply, copied to the Chair and the Committee.

Stage 2: If the Committee member cannot resolve the matter, it would be referred to the Chair either for reply or reference to the Committee, or if about the Chair, to the Committee.

Stage 3: The Committee would agree a final response and any consequential action.

Each stage would not normally exceed 21 days.

Social media

There may be occasions where complaints may be raised by members on GCCG social media platforms. These would be answered by the relevant Committee member usually in the same place. If it concerned an individual the reply would be issued personally to their registered email address, and if not then resolved, dealt with as Stages 2 and 3 above.

External complaints

Complaints may arise from other bodies or the public. The Chair would reply directly after consultation, or if necessary with reference to the Committee.

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