

Somerset Area Complaints Procedure

What to do if you have a complaint concerning a member of Somerset Ramblers or one of its groups.

The Ramblers is a volunteer-led organisation.

Any breakdown of the relationship between members and or groups is taken seriously. We have the following procedure in place to ensure that if you have a complaint against an individual member of Somerset Area or one of its groups then it is responded to quickly and efficiently, is dealt with at the level nearest to the source of the complaint and in a manner which is non-bureaucratic but both fair and seen to be fair and that a clear conclusion is reached and communicated.

Please use this process if you believe:

- An action has been taken by a member of Somerset Ramblers or one of its groups which you believe goes against a decision made by the Group, Somerset Area, Board of Trustees or the constitution of Ramblers.
- Any behaviour by members of Somerset Ramblers which you do not think is in keeping with Ramblers values, or our Code of Conduct.

When to use this complaints procedure

Most problems can be resolved without a formal complaint. Please first raise the matter with the member concerned. If you don't get a satisfactory resolution, or do not wish to raise the matter with the member please follow the process below.

How to complain

1. Please submit a complaint by email or letter to the Group Chair, for complaints within a group, or Area Chair, for complaints between groups or with area, setting out your reasons for complaint. Contact details for Area can be found on www.somersetramblers.co.uk This web site also as links to all the groups in Somerset. The complaint must contain what outcome the complainant is seeking.
2. The Group or Area Chair will acknowledge the complaint either by email or by letter, will open a file on the complaint and will deal with the complaint in the manner they consider most appropriate, referring to Ramblers policies and procedures, and asking for any further information from yourself that they may need.
4. On completion of their enquiries the Group or Area Chair will communicate the decision to you and place a record of their decision on file. This will normally be within 10 working days of the complaint being received. If it is likely to be longer, this will be communicated to you in advance.
5. In communicating the decision to you, they will also let you know of how to appeal against their decision, if you wish to do so.

How to Appeal

1. If you wish to appeal against the decision which the responsible officer has made, please do so in writing within 10 working days. The Area Chair deals with appeals against a decision made by the Group Chair. Ramblers Head Office deals with appeals against a decision made by the Area Chair.

This can be emailed to ceo@ramblers.zendesk.com or sent to Complaints, The Chief Executive, Ramblers, 2nd Floor Camelford House, 87-90 Albert Embankment, London SE1 7TW, setting out your reasons for appealing.

2. The appeal will be dealt with under the same procedural rules as the original complaint.
3. If an appeal is escalated to Ramblers Head Office then their decision is final.