

STAGE 1

All complaints should be made in the first instance in writing to the member's constituency representative who shall attempt to resolve matters locally.

STAGE 2

If stage one is unsuccessful in reconciling the parties the matter shall be referred to the Guild Chairman. The Chairman shall investigate the complaint to ascertain the facts and then attempt to resolve matters amicably between the parties concerned within four weeks of the complaint being received.

STAGE 3

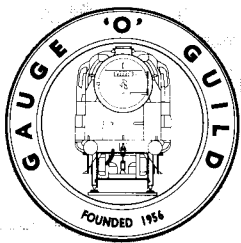
If no resolution is reached at Stage 2 a formal complaints hearing shall be convened. Both parties shall be invited to submit written evidence and appear in person before a panel consisting of the Guild Chairman, one Constituency Representative and one Board member. The Guild Chairman shall chair the hearing and each party shall have the right to be accompanied by one representative at the hearing to assist with the presentation of evidence. This hearing shall take place within four weeks of the failure of Stage 2. The Complaints Panel shall prepare a written report of its findings which will be sent to both parties within two weeks of the hearing. Failure by either party to attend the hearing at a mutually agreed time and place will not invalidate the hearing which will proceed as if both parties were present.

STAGE 4

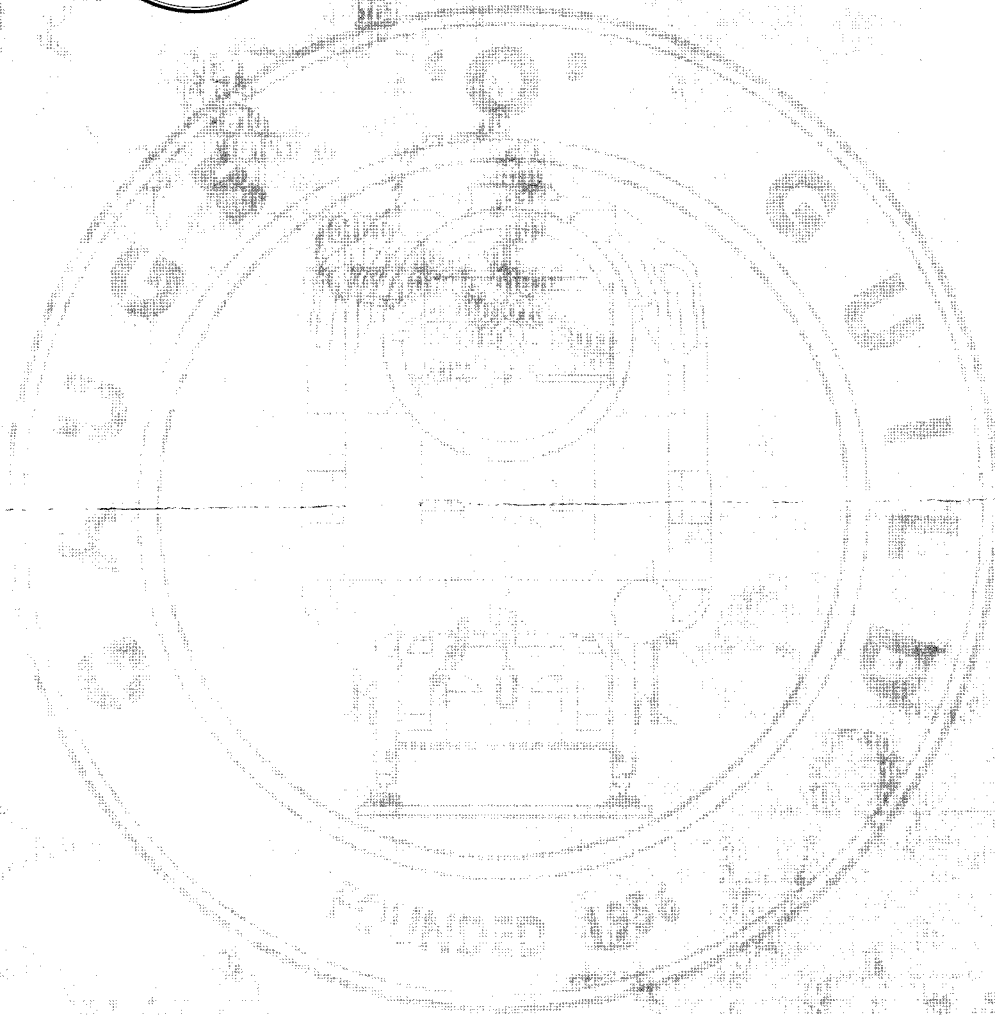
In the event of either party being dissatisfied with Stage 3 an appeal may be made to the next scheduled full Council Meeting where both parties have the right to present their case in person, along with a report from the Guild Chairman on proceedings to date. The decision of the Council shall be final and recorded in writing in the minutes of the meeting.

Notes:

1. In the event of a complaint being made against the Guild Chairman the Guild President shall substitute for his role in all the above procedures.
2. None of the foregoing precludes any member/non-member of the Gauge 'O' Guild using the appropriate legal procedure should an event or action demand it.



COMPLAINTS PROCEDURE



This document sets out the procedures to be followed in the event of a complaint being made concerning any Guild member or officer in the conduct of any business for or on behalf of the Gauge 'O' Guild