



## Complaints Procedure

If you have a complaint about our organisation we want to hear about it and we will do our best to put it right.

Our Complaints Procedure has the following goals:

- To deal with complaints fairly, efficiently and effectively;
- To ensure that all complaints are handled in a consistent manner throughout;
- To use complaints constructively in the planning and improvement across the society for the benefit of all members and stakeholders.

### **How do I complain**

All complaints should be, forwarded via email to [contactppssecretary@gmail.com](mailto:contactppssecretary@gmail.com) or handed to any committee member who will forward it on to the pps secretary.

Please ensure you use the word COMPLAINT in the subject header field;  
Tell us about your complaint as succinctly as you can.

### **What happens next**

You will receive email confirmation within 5 working days that your complaint has been received, along with notification of the date your complaint will be tabled at the next available committee meeting. ( These are normally held on the 2nd Wednesday of each month).

You may also be contacted to make sure that we have understood your complaint properly.

The committee will subsequently review your complaint and determine if (a) it falls within their remit to resolve and (b) is resolvable within the existing rules and regulations.

You will be informed via email or letter of the outcome within 10 days of your complaint being reviewed.

### **Unhappy with the Decision?**

If you are unhappy with the outcome, you have the right to appeal, but you must be able to show that new circumstances or new information that was not previously included in your original complaint has now become available.