



THE ROYAL SUSSEX REGIMENTAL ASSOCIATION LIMITED

COMPLAINTS & GRIEVANCES POLICY

1 Introduction

- 1.1 This complaints policy and procedures applies to any member of the Royal Sussex Regimental Association Limited (RSX RAL) and may be used to resolve complaints or grievances.
- 1.2 The Association is committed to ensure that complaints made against the Association or any of its members as individuals will be dealt with in a fair and open manner.
- 1.3 In the first instance, an attempt should be made to resolve any complaint or grievance informally with good will on both sides. However, if this method does not bring a conclusion which is satisfactory to both sides, the following formal route should be followed.

2 Aim

- 2.1 The aim of this policy is to ensure that a complaint is managed with a clear understanding by all parties of the principles of this policy, with efficiency and with clarity.

3 Management of Complaints

- 3.1 The Articles of Association deal with Directors' interests and the management of conflicts of interest as follows:
 - 3.1.1 A Designated Person will co-opt the assistance of at least one other member of the Association who is not well known to either party to carry out an investigation of the facts, taking evidence from all available sources and interviewing all parties.
 - 3.1.2 On reaching a conclusion, the Designated Person will submit a report of findings to the Association Chair.
 - 3.1.3 The Association Chair will inform all parties concerned with the complaint about his or her decision. If the complaint is upheld, an appropriate sanction will be imposed with the maximum sanction being withdrawal of membership.

4 Appeal

- 4.1 Either party will have the right to appeal this decision within seven days of the decision being promulgated.



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- 4.2 Should either party wish to lodge an appeal they are to do so in writing to the Association Secretary within the time limit noted in section 4.1 above.
- 4.3 The Association Vice Chair is to be invited by the Association Secretary to convene and chair a Panel to hear the Appeal. The Panel will consist normally of a minimum of the Panel Chair and two Association members, none of whom is to have detailed prior knowledge of the circumstances of the complaint, or to have been involved in the giving or hearing of evidence, and the circumstances surrounding the concluding decision by the Association Chair.
- 4.4 As soon as reasonably practicable, the Association Secretary will send the appellant a written notification of the date, time, and place of the hearing together with brief details of the Panel members who will hear it. Every attempt will be made to find a time and location suitable for the appellant. In exceptional circumstances, the appeal may be held virtually.
- 4.5 The appellant will be asked to attend the hearing and may be accompanied by one other person such as a relative, colleague or friend. If the appellant wishes to be accompanied by a legally qualified person, acting in their professional capacity, the Association Secretary must be notified at least seven days before the hearing. The RSX RAL will not bear the cost of such professional advice arranged by the complainant. Copies of additional documents required for the Panel to consider should be sent to the Association Secretary at least three clear days prior to the hearing.
- 4.6 All statements made at the hearing will be unsworn. All those present will be entitled, should they wish, to write their own notes for reference purposes. The Chair of the Panel may direct that the hearing is electronically recorded to assist accurate recollection for purposes of the decision. The Panel will be under no obligation to retain relevant media thereafter. The Association Chair will arrange for a handwritten minute of the proceedings which is to be archived for at least seven years.
- 4.7 The Chair will conduct the hearing in such a way as to ensure that all those present have the opportunity of asking questions and making comments in an appropriate manner. The hearing is not a legal proceeding, and the Panel shall be under no obligation to hear oral evidence from witnesses but may do so and/or may take written statements into account.
- 4.8 All those attending the hearing are expected to show courtesy, restraint, and good manners or, after due warning, the hearing may be adjourned or terminated at the discretion of the Chair. If terminated, the original decision will stand.



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- 4.9 The Chair may at his/her discretion, adjourn the hearing for further investigation of any relevant issue.
- 4.10 After due consideration of the matters discussed at the hearing, the Panel shall reach a decision unless there is an agreed position between all parties. The Panel's decision may be notified orally at the hearing or subsequently and shall be confirmed in writing to the complainant within seven working days. Reasons for the decision will be given. The decision may include recommendations and will be distributed to the appellant, RSX RAL's Board of Directors and any other relevant party.
- 4.11 A hearing before the Complaints Panel is a private proceeding. No notes or other records or oral statements about any matter discussed in or arising from the proceeding shall be made available directly or indirectly to the press or other media. Action may be taken against any individual not respecting this rule.
- 4.12 Correspondence, statements and records relating to individual complaints will be kept confidential.

5 Status

- 5.1 The status of this policy document, RSX DCP001-01 is APPROVED by the board as of the 9 December 2021.