

# Dulwich Hamlet Supporters' Trust

## Complaints Policy 2015

### **Can I make a complaint against the Trust, member of the Trust board or other member?**

Yes. The Dulwich Hamlet Supporters' Trust (DHST) takes complaints very seriously. As a mutual society we have adopted rules that govern how we operate. Most complaints are initially considered by the Secretary, who is appointed by the Board, but is not a member of the DHST Board. The Secretary may appoint a member of the Board to assist with investigating and trying to resolve any complaint.

### **How can I make a complaint?**

Complaints must be made in writing either by way of a letter to the Trust's postal address of 35 Cambria Road, London SE5 9AS or by email to [info@dhst.org.uk](mailto:info@dhst.org.uk). Any communication should be addressed to the Secretary of DHST.

The Secretary will review your written complaint, investigate any relevant issues and let you have a written response, including any proposals to resolve the problem within seven days.

If for any reason the Secretary cannot respond within 7 days s/he will contact you to let you know how long it will be before s/he is able to respond in detail. S/he may have to write to you for further information in order to try to resolve the problem.

### **How are complaints normally judged?**

If the complaint is against a member of the Trust, paragraph 4.1 of the Trust's Disciplinary Policy states:

Where any Member is deemed by a majority of the Society Board to have committed a Disciplinary Offence as defined in this document or has otherwise acted in a way which a majority of the Society Board believe is in contrast to the spirit of this document and/or the Rules, they shall be at liberty to constitute a Disciplinary Committee ("the Disciplinary Committee") to determine the facts relating to the matter and take such measures as the Committee sees fit. If the Society Board decides to constitute a Disciplinary Committee the Member(s) concerned will be suspended from membership of the Society and shall not be entitled to vote nor attend general meetings for the period of suspension.

Before considering a complaint you may wish to consider whether the issue can be resolved informally through discussions with the Complaints Manager. The Complaints Manager reserves the right to refuse to take some complaints beyond an informal discussion on the basis that it is poorly founded or without merit.

**Can I have my complaint reviewed if I am unhappy with the outcome?**

If you are not satisfied with the explanation and suggestions for resolving the complaint by the Complaints Manager then you may come back to them with further comments. If having done so you are still not satisfied then the following course of action is open to you.

Under the Society's Rules 122 and 123 it may be possible to submit the unresolved dispute to an arbitrator agreed by the parties or nominated by the Chief Executive of the Co-operative Union. The arbitrator's decision will be binding and conclusive on all parties. Any person bringing a complaint must deposit with the Society the sum of £500 or such reasonable sum as the Society Board shall decide. The arbitrator will decide how the costs of the arbitration will be paid for and what should be done with the deposit.