

BICTSF COMPLAINTS POLICY.

We will keep all complaints as confidential as is practicable. Complainants will be treated with respect, and we expect our staff, directors and any BICTSF members involved, to be treated in a similar manner.

1. Who Can Complain?

1. A complaint may be made by any member, individual, or organisation, against any member, individual or organisation falling within the jurisdiction of the BICTSF.
2. Complaints will only be entertained if the complainant's identity and contact details are furnished initially, so please note no anonymous complaints will be considered.

2. What Is The Time Limit for Making a Complaint?

Complaints should normally be submitted within 28 days of the occurrence of the event(s) concerned or within 28 days of the complainant becoming aware of the relevant events. BICTSF reserves the right to waive this time limit if there are valid reasons why a complaint could not be submitted within the above timescale.

3. To Whom Should the Complaint Be Made?

All complaints should be submitted in the first instance to the BICTSF Secretary. In the event of the complaint being against the Secretary personally it should be submitted to the BICTSF Treasurer.

Any complaint to be made in writing to either:

Secretary, BICTSF Ltd, Crawley House, 149 – 155 Canal Walk, Nottingham, NG1 7HR

or by email to:

E-mail: secretary@bictsf.com or to the treasurer@bictsf.com if appropriate.

The BICTSF requires that for all complaints to be assessed accurately a detailed written account of the complaint is necessary and should be contained within the letter or email.

Receipt of the complaint will be confirmed by the Secretary or Treasurer.

4. What Format Should My Complaint Take?

The following are guidelines for making a formal Complaint:

1. Clearly head your complaint "Formal Complaint".
2. Write clearly and concisely the exact nature of your complaint. Provide a record of events, with as much information as possible. Please provide a copy of any relevant documents.

3. If you have previously informally discussed matters with the Secretary, Treasurer, or any director of the BICTSF please give their full name and provide details of the conversation.
4. If appropriate state clearly what you believe the BICTSF should have done differently.
5. State clearly what you would like to happen as a result of making the complaint but please note that any actual disciplinary action or sanction will remain the sole preserve of the Board.

5. What Will Happen Following Receipt Of A Formal Complaint?

The BICTSF Complaints Panel, comprising Deputy Chairman and two other directors, will review the complaint and make a judgement as to the merits of said complaint, considering the full details thereof. The Complaints Panel's assessment will then be passed to the BICTSF Board for final consideration before a response is issued and any action instigated. Representations in person will be at the sole discretion of the Complaints Panel as will any personal witness attendance.

6. The BICTSF will send you a written response to your formal complaint as soon as is practicable.

7. Appeal

If the complainant is not satisfied with the response received to their complaint, they may lodge an appeal by writing to the Chairman at the address below or e-mail to chairman@bictsf.com. In the event of the complaint being against the Chairman personally it should be directed to the Secretary at the address below or e-mail to secretary@bictsf.com. The Board of BICTSF will establish a Panel of Appeal, not including any member of the original Complaints Panel, to consider the appeal. Representations in person will be at the sole discretion of the Panel of Appeal as will any personal witness attendance. The decision of the Panel of Appeal will be final and notified to the complainant. No further representations or correspondence will be entertained.

Secretary, BICTSF Ltd, Crawley House, 149 – 155 Canal Walk, Nottingham, NG1 7HR
