**7. INTERNAL COMPLAINTS:-**

7.1 Being a charitable organisation run by volunteers, the charity is not subject to the Employment Act. This does not however excuse the charity from having a formal procedure in place deal with internal complaints.

**PROCEDURE:-**

7.2 In the event of any formal complaint to the Secretary, or a Trustee

every effort to resolve the complaint informally should be made between the parties concerned. If resolution is not possible then the Secretary or Trustee concerned should arrange for preliminary enquiries to be made, in order to gather evidence and establish whether or not there is a disciplinary case to be answered.

7.3 If there is a case, then the issue will become a disciplinary matter

which should then follow the course set out above in paragraph 2.3 above.

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