

Complaints Policy

Policy Statement

It is the aim of the UKBJJA to deal with all complaints in an equitable, appropriate and timely manner.

Procedure for Complaints

1. Complaints should be made writing and include the name and address of complainant. The Complaints Officer reserves the right to investigate complaints received anonymously if justified.
2. The Complaints Officer will assess the complaint and may refer it to an appropriate outside agency, another UKBJJA Commission or Officer for an informal resolution, or allocate to a nominated investigator dependent on the nature and seriousness of the complaint. (Police or Social Services investigations will take priority and no action will be taken until that investigation and any resulting criminal proceedings has concluded.)
3. Once allocated, the investigator will inform the complainant that they are dealing with the matter and tell them that their details will be disclosed to the person complained against. They will also inform the person complained against that they are subject of a complaint, an outline of the complaint, who made the complaint and ask for a brief response to the complaint.
4. The investigator will then conduct an investigation that is thorough, proportionate, relevant and fair to all parties. The investigator will complete a report and attach all documents and evidence gathered during the investigation. This will be disclosed to the person complained against and they will be asked, in writing if they wish to give a written response.
5. The investigator will submit their report and any submission by the person complained against to the Complaints Officer who may make a judgement or in more complex cases hold a formal Panel. A formal Panel will consist of the four Board or Council members other.
6. Neither the complainant nor the person complained against will be present at the panel.
7. The Panel will evaluate the case based on the evidence and decide if the case is found to be 'Proven' or 'Nor Proven'. The Panel will decide upon an appropriate sanction if 'Proven'. This
8. The Complaints Officer will write to the complainant and the person complained against within 10 working days notifying them of the outcome.
9. A person complained against may make an appeal only on the basis of a material error or in the case of new evidence.
10. Any Appeal must be made within ten working days in writing to the Chairman. Notification must contain the grounds for the appeal.

11. The Appeal Panel will consist of the Chairman and three other members from the Board of Directors or Council.
12. The CEO will arrange an appropriate time and venue for the Appeal.
13. The Complaints Officer will ensure that Panel members have read and understand the case and have a copy of the grounds for Appeal.
14. After the Appeal, the Panel shall have the power to:
 - Dismiss the Appeal.
 - Alter or vary the original decision.
 - Remove a sanction or impose a different sanction
 - Make any other similar appropriate judgement which it consider right
15. The decision of the Appeal Panel will be communicated to the appellant within ten working days.
16. The Appeal will be final and there will be no other route to appeal.