

Members complaints procedure

Members who wish to lodge a complaint must lodge such complaint with the Secretary, in writing, preferably by email.

If appropriate, the Secretary must advise the members' Group Tutor and Tutor Coordinator.

In such event the procedure to deal with a complaint is outlined in the Tutors Handbook.

Alternatively the Secretary will refer the complaint direct to the Management committee.

Tutors Handbook**Contacts**

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The normal chain of command for Tutors in our organisation, if assistance is required, is to contact the Tutor Coordinator. If the Tutor Coordinator is unable to 'fix' the problem it can then be referred to the Management Committee.

The current Tutor Coordinator is Laurel Fechner.

15 November 2014