



# **BLACKPOOL ACCOMMODATION FOR GAYS**

## **COMPLAINTS' PROCEDURES**

Complaints may either be related to the accommodation or service provided, to health and safety standards, or to a member bringing the BAGs' name into disrepute.

Where a guest has a complaint, they should take the complaint to the accommodation owner in the first instance. Where the complaint cannot be resolved, the guest may make the complaint in writing to the BAGs' committee. Officers of the committee will investigate the complaint in conjunction with the member and guest. Where a BAGs' member has a complaint against another member, this must be put in writing. Officers of the committee will investigate the complaint in conjunction with the member and the complainant.

Providing there has been proper consultation, executive members of the committee reserve the right to suspend or terminate membership if:-

1. The member accrues 3 independent upheld complaints. Specifically, at the first complaint, the member will receive verbal notice and will be required to discuss the complaint. At the second complaint, the member will receive written notice and be required formally to discuss the complaint. At this stage, membership may be suspended whilst the complaint is being investigated for a period of no more than 21 days. At the third complaint, the member will receive formal written notice and, if the complaint is upheld, membership may be suspended or terminated and any rights connected with membership will no longer be valid.
2. The complaint is so serious that it jeopardises the good name of BAGs. The member will receive formal written notice and full consultation will take place with the member, as above, prior to any decision being made.
3. The member refuses to co-operate with the committee following a written complaint.

### **APPEALS PROCEDURE**

If membership is terminated, the member may appeal in writing within 7 days against that decision and ask for reconsideration. The appeal will be heard by the full committee. If the decision is upheld, the member has a right of further appeal in writing within 7 days. This appeal will be heard by fellow members and the following procedure will be followed:-

1. The sub-committee will consist of 3 members of BAGs, chosen at random by ballot, who are not committee members. The member may be present when the ballot is taking place.
2. The Chair selects an agreed date for the appeal. This must be within 14 days of the date that the appeal is received. The member will be advised, in writing, of the date, time and place the appeal is to take place and given at least 14 days notice.

3. The Chair will present the case for termination of membership and the member may represent themselves or bring a colleague to help present the case to rescind the decision. Both the Chair and the member have the right to invite witnesses.
4. Subsequently, the 3 members will discuss the appeal in private and vote. They will inform both the Chair and the member of their decision and give the reasons both orally and in writing. If they cannot reach a majority decision, a new sub-committee must be formed and the same procedures followed.

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