

NAMSS Complaints Policy

1. Policy Statement

NAMSS is committed to providing a high standard of service to its members and stakeholders through supportive, respectful and professional engagement. This Complaints Policy outlines the process for submitting, reviewing and resolving complaints in a fair and transparent manner, ensuring that concerns are addressed promptly and appropriately. We welcome all feedback and take complaints seriously as opportunities to learn and improve.

2. Scope

This policy applies to all complaints (including grievances) regarding NAMSS' services, decisions, communications, the conduct or actions of NAMSS Trustees, members, **or** representatives or any aspect of NAMSS operations.

3. Definition of a Complaint

A complaint is any formal or informal expression of dissatisfaction or concern regarding NAMSS including but not limited to:

- Member conduct or membership-related issues
- Organisational policies or procedures
- Event organisation, communication or implementation
- Actions of NAMSS Executive and appointed representatives

4. How to Make a Complaint

Complaints should normally be submitted within three months of the issue arising. They should be made via email or through the 'Contact Us' page on the NAMSS website.

Please include the following:

- Your full name and contact details
- A clear description of the issue
- Any relevant evidence or documentation
- The resolution or outcome you are seeking

Email: reporting@namss.ac.uk

Website: <https://www.namss.ac.uk/contact-us/>

5. Procedure

- **Acknowledgement:** You will receive an acknowledgement email within 5 working days.
- **Investigation:** An impartial Executive member will be allocated to review your complaint.
- **Response:** A written response will usually be provided within 20 working days; however, there may be occasions where this period is extended.

6. Appeals

If you are not satisfied with the outcome, you may appeal in writing within 10 working days of receiving our response. Appeals will be reviewed by the NAMSS Executive, with a final decision issued within 20 working days. The outcome of the appeal is final.

7. Confidentiality

NAMSS will handle all complaints confidentially, in line with relevant data protection laws. Information will be shared only with those involved in investigating and resolving the complaint.

8. Frivolous or Vexatious Complaints Feedback

NAMSS may reject any complaint without full consideration if it is considered frivolous or vexatious. Examples of what NAMSS considers to be frivolous or vexatious include:

- complaints which are obsessive, harassing or repetitive
- insistence on pursuing unmeritorious complaints
- seeking unrealistic or unreasonable outcomes
- insistence on pursuing what may be meritorious complaints in an unreasonable manner
- complaints which are designed to cause disruption or annoyance
- demands for redress which lack any serious purpose or value

If NAMSS considers your complaint falls into this category, you will be advised by email that your complaint will not be considered further. You will be given the opportunity to appeal against this decision by submitting written reasons to the Chair (via reporting@namss.ac.uk) within 5 working days of the date of our email.

9. Monitoring and Review

NAMSS maintains a record of complaints received to monitor trends and improve service. A summary of complaints and any actions taken may be presented to the Executive Board in anonymised form to support learning and service development.

This policy is reviewed every 3 years by the Executive Board.

Last Reviewed: July 2025	Next Review Due: July 2028
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