



Scarborough Mates Complaints, Disciplinary and Appeals Process

Conflicts are best resolved informally and promptly allowing people space to cool down and using mediation as appropriate. If a Member / Associate feels that the issue requires formal action they may submit a letter of complaint stating their grievance which should be addressed to the Secretary.

The grievance or complaint will be addressed by a panel consisting three Trustees including at least one Officer.

Should the outcome of the Complaints Panel be rejected, an Appeals Panel comprising three other Trustees and Chaired by a different Officer will make a final and binding decision. The complainant may be accompanied by a friend or supporter.

If there is an alleged breach of the Mates Code of Conduct that cannot be resolved by informal action the Member / Associate will be asked to attend a Disciplinary Panel of three Trustees including at least one Officer who will address the alleged misconduct.

If the decision of the Disciplinary Panel's decision is not accepted, an Appeals Panel consisting of three other Trustees and Chaired by a different Officer will make a final and binding decision.

These Panels may decide to:-

- Take no further action
- Issue a verbal warning
- Issue a written warning
- Issue a final written warning
- Suspend or cancel the right to attend Mates.