



# Complaints Procedure for The Professional Speaking Association

## 1. Purpose

To provide a fair, transparent process for handling complaints raised by, or about, members of the Association regarding conduct, behaviour, or actions contrary to the Association's values, code of ethics, or policies.

You must submit [the complaints form](#) with a written statement of the complaint and send a copy to your Regional President.

Where the complaint is against the Regional President the matter should be raised with the Director of Regions. If the complaint is against a Director, then this should be raised with the Chair. If the complaint is against the Chair, then this should be raised with the Financial Director. [This person will be the investigator in the first instance].

If you become the investigator in a complaints case and you wish to have support with this then you may contact the Ethics Officer for guidance.

## 2. Scope

Applies to all current Association members. It does not cover complaints between members and third parties outside the Association's remit but does cover complaints made by outside persons or organisations against members.

## 3. Complaints Process

### a) Informal Resolution

- Complainants are encouraged to resolve concerns informally through direct dialogue where appropriate.
- If the issue cannot be resolved informally, proceed to Stage 2.

### b) Formal Complaint Submission

- Complaints must be submitted in writing via the Association's Complaint Form.
- The form must include details of the complaint, supporting evidence, and desired outcomes.

### c) Acknowledgement & Initial Review

- Complaints will be acknowledged within 5 working days.
- An initial review will determine scope, action needed, and feasibility of informal resolution.

### d) Investigation



- A Complaints Panel or appointed officer will conduct a fair and confidential investigation.
- Both parties may be asked to provide further information.
- Investigations conclude within 20 working days.

#### **e) Decision**

- Notification of outcome in writing.
- Possible outcomes: dismissal, advice, warning, suspension, or termination of membership.
- Appeals allowed within 10 working days.

#### **f) Appeal**

- Reviewed by an independent panel.
- Appeal outcomes are final.

#### **g) Confidentiality**

All complaints are treated confidentially in line with GDPR. Information is only shared on a need-to-know basis.

### **4. Review and Updates**

This procedure will be reviewed annually to ensure effectiveness and alignment with best practices.