

1. Deal with any complaint as soon as possible. Delay may weaken your position. It is preferable to get advice from a third party before commencing the complaints procedure.
2. Discuss with an area official or with a trustee by phone or in person before committing to written formal complaint.
3. If not resolved by the above, then, raise a formal complaint in writing to the Secretary of the Trustees and keep a copy of this. State in writing that this is a formal complaint in accordance with the HCVS Complaints Procedure. This may be by post or email.
4. The Secretary to respond within 10 days inviting you to a meeting. This may be by phone, video link or a face to face meeting.
5. At the meeting you may have a companion with you and one of the parties hearing the complaint will be a Trustee. Notes will be taken at the meeting or it will be recorded. Outline verbally the grounds of the complaint and how you think it will be settled.
6. Within 5 days the HCVS will write to you with a response to the complaint. This may be by post or email. Keep a copy of the response.
7. If you are not satisfied with HCVS response you have the right to appeal. An appeal must be in writing (by post or email) to the Secretary of the Trustees and keep a copy of this. State in writing that this is a formal appeal in accordance with the HCVS Complaints Procedure.
8. The Secretary to respond within 10 days inviting you to a further meeting. This may be by phone, video link or a face to face meeting.
9. The appeal meeting will be conducted by one or more of the officials of the Society (i.e. The Chair, Vice Chair, Secretary, or Treasurer). You are allowed to bring a companion to the meeting.
10. Within 5 days the HCVS will write to you with a response to the appeal. This may be by post or email. This is usually the final action in the complaints procedure. If it is an employment issue, employment law allows a claim to an Employment Tribunal.