**RSCDS COMPLAINTS PROCEDURE**

**COMPLAINT**

RSCDS Office Manager

(who investigates the complaint, prepares a report, takes any necessary action and replies to the complainant within 21 days, copied to the Chair)

Complainant Satisfied

Complainant Dissatisfied

RSCDS Chair

who follows the same process as above within the same timescale) The Chair’s decision is final.

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**Complaint about the RSCDS Office Manager** — same procedure as above, led by the RSCDS Chair Elect, then the RSCDS Chair if the complainant is dissatisfied with the outcome. The Chair’s decision is final.

**Complaint about the RSCDS Chair** — same procedure as above, led by the RSCDS Chair Elect, then if the complainant remains dissatisfied, the RSCDS President, who will convene and chair a Panel including two Trustees, past or present, as best meets the circumstances of the complaint. The Panel’s decision is final.