

THE PYRAMUS & THISBE SOCIETY

COMPLAINTS POLICY

AS REQUIRED BY S5.1 OF THE CONSTITUTION

MAY 2023 (Rev 4)

COMPLAINTS AND DISCIPLINARY PROCEDURES

All members of the Society shall be expected to comply with the Society Protocol and specific requirements relevant to the individuals' level of membership.

Complaints will be accepted from members of the Society and from members of the public regarding the Surveyor's breach of the Society's protocol.

In general:

1. Complaints regarding the content of Awards will not be accepted. The complainant will be directed to the procedure in statute.
2. Complaints regarding breaches of the members own professional Association or Institution will not be accepted. The complainant will be recommended to redirect their complaint to the relevant organisation.
3. All complaints will be reviewed specifically with regard to the Society's protocol.
4. A complaint by a member of the Society should be made to the relevant Branch, who should consider and make recommendation to the Membership Officer.
5. A complaint by a member of the public should be via the Society Administrator info@pyramusandthisbesociety.org and passed to the Membership Officer.
6. Complaints must first have been referred to the member in writing and the member shall have responded to that complaint in writing within 14 days. Evidence of this communication must be made at the time of the complaint to the Society. In the event the member has not replied to the complaint within 14 days, the complaint will be accepted. Complaints to the Society are to be addressed to the Membership Officer from time to time, details are to be found on the Society website.
7. Complaints received shall be acknowledged and the complainant shall be advised of the proposed course of action and the likely review date, which shall in all normal circumstances be within sixteen weeks.
8. Complaints received shall be referred to the member for comment. The member will be required to respond in all normal circumstances, unless an extension is requested in writing, within 14 days. The complainant's identity will be notified to

the member. If the member does not respond, the matter will be reviewed without the member's input.

9. The Membership Group shall review complaints in a timely manner having regard for the sixteen-week period for response to the complainant. If in any event the matter cannot be satisfactorily dealt within the sixteen-week period, the complainant shall be notified as soon as the delay becomes apparent, and a revised response time shall be provided.
10. The Membership Group shall after review of the complaint report to the Membership Officer with their recommendations including (but not limited to): -
 - i. Response to the complainant advising the matter has been reviewed and no breach of the Society's protocol was found, and no further action is to be taken.
 - ii. Response to the complainant advising the matter has been reviewed and a breach of the Society's protocol has been found, the member has been advised of the breach and act in future to avoid a reoccurrence.
 - iii. Response to the complainant advising the matter has been reviewed and a breach of the Society's protocol has been found, the member has been advised of the breach and required to undertake additional CPD to avoid a reoccurrence.
 - iv. Response to the complainant advising the matter has been reviewed and a breach of the Society's protocol has been found, the member has been advised of the breach and their membership has been terminated.