



Policy Title	COMPLAINTS PROCEDURE
Owner	LNBP Trustees
Responsible Trustee	Company Secretary
Endorsed	7 November 2016
Next Review	<i>January 2018</i> <i>(Unless prevailing legislation / best practice changes)</i>

Should a complaint be made by someone against a member of LNBP the project will appoint an Investigation Manager (IM) who on receipt of a complaint appoints the Investigating Officer (IO).

If the complaint is of a serious nature e.g. Loss of life / serious injury; Matters of serious dishonesty; Serious misuse of LNBP equipment, the procedure will commence at Step 1. For less serious complaints the procedure can commence at Step 2. See also Appendix Guidance Notes

Step 1

If the complaint is likely to be investigated by an external body i.e. Police, HSE Etc, then that investigation must be allowed to run its natural course prior to an investigation by LNBP. LNBP may open an investigation at this point for admin purposes only – no investigation should be taking place. Any person from LNBP may be allowed to use notes / comments made to this investigating body in any subsequent LNBP investigation. Proceed to Step 2.

Step 2

If the complaint is suitable for investigation internally, the IO contacts the person(s) making the complaint and asks for a written version of events, the person making the complaint is given a copy of LNBP Policy. Proceed to step 3

Step 3

Upon return of the report, the IO informs the person subject of the complaint the initial basis of the complaint, the person subject of the complaint can either acknowledge or submit their version of events.

The person subject of the complaint will be offered the support of a trustee of the Project or any other member of the Project (Supporting Officer SO). Proceed to step 4

Step 4

When the IO has received written replies from the person(s) making the complaint, then the IO may again contact to clear any ambiguities or clear relevant points, this includes obtaining evidence from witnesses. Proceed to step 5

Step 5

The IO will then provide the person subject of the complaint the full basis of the complaint/facts. Proceed to step 6

Step 6

The person subject of the complaint replies to the IO. Proceed to step 7

Step 7

The IO may make contact with the person subject of the complaint to clear any ambiguities or clear relevant points. Proceed to step 8

Step 8

The IO reports back to the IM. Proceed to step 9

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Step 9

The IO may offer recommendations to the IM. Proceed to step 10

Step 10

The IM on receipt of the investigation report and any recommendations will decide on the following action –

- A. Convene a panel of trustees who can decide on a range of further action from dispensing with services, retraining, NFA, written warning
- B. Resolve the matter by retraining, NFA, written warning.

The person subject of the complaint may appeal any decision made by a panel under step 10 A or B to an appeal panel.

Decisions made under Step 10A or 10B are notified to the Project Chair for implementation. At the conclusion of the investigation, the Chair will write to the complainant to inform them of the outcome.