



## EXTERNAL COMPLAINTS

**Complaints from external organisations or individuals will always be dealt with promptly and taken very seriously.**

### Informal Complaints

A complaint may be raised informally as a comment thrown into a conversation. The matter might be apparently trivial or it might be very serious indeed. SAP personnel have to make judgements, but if such instances are judged important they will be taken seriously.

If the problem can be clarified and resolved immediately, so much the better. If not, it is essential that the Principal Officer or Chair of the SAP are involved, who can hopefully resolve matters, normally **within 24 hours**. If the problem cannot be resolved, a formal complaint should be made.

### Formal Complaints

Initially the complaint should be made in writing, marked confidential and should be addressed to the SAP Principal Officer (unless the complaint is directed at her/him, in which case the complaint should be directed to the Chair of the SAP). Acknowledgment of receipt of the complaint will normally be sent **within 48 hours**.

If the matter is not satisfactorily resolved within 2 weeks, it should be referred to the Chair (unless the Chair is already handling the complaint) who will arrange for an investigation to take place. The result of the investigation will be communicated to the complainant, together with any action taken, or to be taken, normally **within one month**.

### Monitoring

The SAP monitors all external complaints and reports on the results of the monitoring to its governing Council on an annual basis.