

Complaints Procedure – Members of the RMA

Purpose

The primary goal of the complaints framework is to establish safe lines of communication for general members and members of Council to report any issues or concerns. This may include issues of harassment or bullying at events or on Council, feelings of exclusion or marginalisation on council, at events, or from RMA communications (e.g. tweets, newsletters, emails), and any violations of the Code of Conduct.

The Executive and Communications Officers are the primary point of contact via a shared email address. They will triage and action the items accordingly. An anonymised summary of any complaints received will be reported on from the EDI WG back to Council at the AGM. This structure is intended to create a robust process, and ensure institutional accountability as well as shared responsibility and expertise when dealing with complaints.

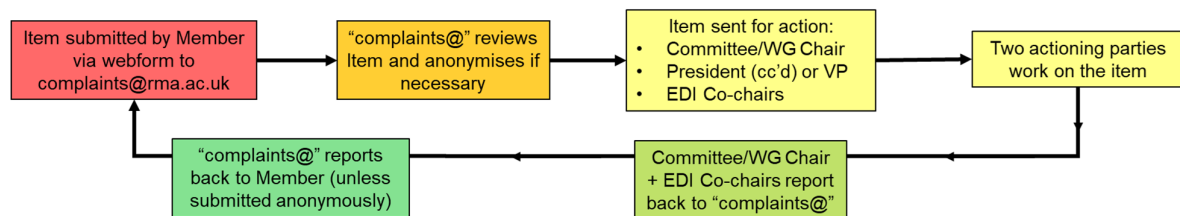
Process for Members

RMA Exec and Comms officers have a shared RMA email account (complaints@rma.ac.uk) The “complaints@” group receive complaints to this address via a webform held on the Members’ section on the website [link to be added], and act as the primary points of contact and facilitate conversation between the complainant and the people identified to handle the complaint. In the first instance, the complaints@ group will attempt to facilitate an informal resolution. In the event that an informal resolution cannot be reached, the complaints@ group will proceed to a formal process. In this event, they will share the complaint with:

- a) the EDI Working Group co-chairs
- b) the Chair of the most relevant Committee/Working Group (if appropriate)
- c) the President or a Vice-President

Up to **three** of those individuals will work actively on the complaint:

- In all cases, one of the EDI WG co-chairs (to be decided between them according to capacity)
- If the complaint pertains to the activity of a specific Committee or Working Group, then the relevant Chair of that working group or committee. In these instances, the President will also be part of the group working on the complaint, either by cc for information only (if a minor complaint) or more actively (for more substantial complaints). The President may decide to delegate the work to a Vice-President.
- If the complaint pertains to the President, a Vice-President will work on the complaint instead. The President will not be part of the team working on the complaint.



Step 1: Item submitted by Member via webform to complaints@rma.ac.uk

Step 2: RMA Exec and Comms officers can access email account and can review and decide who will action the item.

Step 3: Item sent (anonymised as appropriate) to (a) the EDI WG co-chairs; and either (b) a relevant Committee/WG Chair (when the complaint pertains to Committee/WG activity), with cc to the President or (c) a Vice-President without cc to the President (when the complaint pertains to the President).

Step 4: Chair actions item and reports back to complaints@ with actions/outcomes

Step 5: complaints@ responds to Member (unless submitted anonymously)

Alternative process (for non-members)

In the event that a non-Member wishes to raise a complaint, please contact the President directly president@rma.ac.uk, or via email to complaints@rma.ac.uk if the complaint pertains to the President.