



WINEGB
WINES OF GREAT BRITAIN

WINEGB COMPLAINT HANDLING PROCEDURE

OVERVIEW STATEMENT

This Procedure sets out how WineGB will handle any formal complaint concerning the company, its officers or its employees. The procedure is applicable for a complaint from a member of the Association, another organisation or a member of the general public, although the Board reserves the right to reject a complaint outright if it is considered to be frivolous or vexatious.

WineGB will make and keep written records of any complaint it receives; the date on which they were received; any meetings or interviews held in relation to the complaints; and whether they were resolved at the formal stage or proceeded to a review hearing. The records will include any actions taken by the Association as a result of the complaints (regardless of whether they were upheld).

We ask any person or organisation wishing to use this complaint procedure to agree to accept the outcome of this process as final so far as is legally possible.

INFORMAL STAGE

It is hoped that most complaints will be resolved within 5 working days of being raised. Any person or organisation with a complaint should in the first instance raise it informally with the officer of

the Association who is involved to see if there can be a simple solution, which can satisfy both parties.

FORMAL STAGE

If the Complainant wishes to take the complaint further, they should put their complaint in writing, addressed to the CEO of WineGB, within 7 working days of the conclusion of the informal stage [or of becoming aware of the matters giving rise to the complaint]. If the CEO is the subject of the complaint or it concerns matters in which he/she has been directly involved, the letter should be addressed to the Chairman of WineGB.

Having received the written complaint, the CEO (or Chairman) will acknowledge receipt and then investigate the matter.

Once the CEO (or Chairman) has carried out the investigation, he/she shall reply to the complainant in writing giving his/her conclusions and proposed action within 14 working days of receiving the complaint or as soon thereafter as is reasonably possible.

If the Complainant remains dissatisfied, they may apply for a review hearing.

APPLICATIONS FOR REVIEW HEARING

Complainants may apply in writing for a review only after the informal and formal stages above have been exhausted. The letter must be addressed to the Chairman of WineGB and should be sent within 7 working days of the date of the written conclusion from the Formal Stage.

REVIEW PANEL

The Chairman of WineGB will nominate a Review Panel to consider the full facts of the case. The Review Panel will comprise at least two members of the Board and one additional person who shall be independent of the management. The members of the panel will, so far as is reasonably

possible, have no previous detailed knowledge of the case and will not usually include the Chairman of the Board. The panel will elect its own chairman.

REVIEW HEARING

The Review Panel will decide the best way to review and determine the case.

A hearing will be held at a time and place nominated by the Review Panel. The initial hearing should take place within 15 working days of receipt of the application for the review hearing.

Those present at the hearing will normally be:-

- The Review Panel
- The Complainant
- If appropriate the persons against whom the complaint is directed
- The CEO
- The Company secretary or an appropriate person to take a note of the hearing

The applicants for a Review Hearing may be accompanied by a friend or colleague if they wish. They should inform the Review Panel three working days in advance of the hearing if this will be the case.

DOCUMENTS

Each member of the Review Panel will be supplied with a copy of the relevant documents. The complainant shall be entitled to copies of any documents that will be considered at the Review Hearing.

PROCEEDINGS

The proceedings will be chaired by one member of the Review Panel and conducted in a formal manner. A minute will be kept of the main points that arise.

The complainant will be given an opportunity to have their say. The Review Panel can investigate further or set up additional meetings as it sees fit.

DECISION

The Review Panel will consider the points raised by the complainant and the evidence gathered and will make findings and any recommendations.

The decision, findings and any recommendations of the Review Panel will be final (in so far as is legally possible) and will be notified to the complainant, the CEO, the Board and the person/s against whom the complaint was made. The Chairman of the Review Panel will do this in writing within 5 working days of the final hearing.

Dated 1st September 2018