

**THE FEDERATION OF FAMILY HISTORY SOCIETIES**  
**COMPLAINTS PROCEDURE**

**The Operative Date is 11 December 2017**

**This procedure comes into force on the Operative Date and does not apply to any complaints that were received by the Federation of Family History Societies (FFHS) before that date.**

**COMPLAINTS THAT CAN BE INVESTIGATED**

FFHS will receive and, as far as it considers appropriate, will investigate complaints about matters over which FFHS has control.

Please note:

- (1) Complaints that FFHS investigates will be dealt with objectively and, as far as possible, confidentially.
- (2) If a complaint is made by a Member Society, it should be signed by the relevant Chairman.
- (3) Anyone who complains will not be penalised for doing so.
- (4) All complaints should be made within 2 months of the occurrence of the relevant event.
- (5) Communications will normally be by email. A face-to-face meeting will only be held if FFHS considers this necessary.
- (6) FFHS has no jurisdiction over other organisations (such as member societies) and cannot deal formally with complaints about their activities. However, if difficulties relating to member societies arise and FFHS is invited to assist, it will do so as far as its resources allow.
- (7) FFHS cannot investigate allegations of criminal behaviour, as they should be referred direct to the Police.

**INFORMAL COMPLAINT**

Most complaints can be swiftly resolved after being raised in an email or phone call to the person at FFHS who deals with the matter. If you do not know which individual to contact, please send an email to the Administrator at <admin@ffhs.org.uk>

**FORMAL COMPLAINT**

If someone is not satisfied that an informal complaint they have raised has been properly resolved, they should download a Complaint Form from:  
<<http://www.ffhs.org.uk/about/Complaints-9-Dec-2017.pdf>> The completed Form should be returned as indicated to initiate a 'Formal Complaint'.

All Formal Complaints are registered by the Administrator and an Investigating Officer will be appointed by FFHS as soon as practical. The complainant will normally be advised of the name and email address of the Investigating Officer within fourteen (14) days of a Complaint Form being received.

**INVESTIGATING OFFICER**

The Investigating Officer will usually be a Director of the Federation or the Company Secretary and will not be a person previously involved in the matter.

The Investigating Officer will ask the complainant to clarify anything about the complaint which is unclear and will also contact other relevant persons and consult relevant files.

The Investigating Officer will then issue a Complaint Investigation Report.

### **COMPLAINT INVESTIGATION REPORT**

This Report will set out:

- The complaint
- The circumstances surrounding it
- Whether and to what extent the Investigating Officer considers the complaint to be justified
- In the case of a justified complaint, the action being taken to resolve it.

A copy of the report will be sent to the complainant and will conclude the Formal Complaint procedure.

**THE FEDERATION OF FAMILY HISTORY SOCIETIES**  
**FORMAL COMPLAINT**

1. To which individual at FFHS have you complained about this matter?
  
2. On what date?

I confirm that:

- (A) I am dissatisfied with the way in which my informal complaint was handled and wish FFHS to treat my complaint as a Formal Complaint
- (B) I have read and understand the FFHS Complaints Procedure
- (C) These items are being sent to FFHS along with the email by which this form is delivered:
  - Details of the Complaint
  - Copies of all the relevant documents that I have, and
  - A schedule listing those documents

Signature: .....

Date: .....

FULL NAME

*(If relevant)* CHAIRMAN OF

(Please give the name of the Member Society if the complaint is being made on its behalf)

**Please return a scanned copy of the completed and signed form, along with relevant documents and a list of those documents, by email to the Chairman of FFHS at <Chairman@ffhs.org.uk>**