



# MORRIS RING COMPLAINTS PROCEDURE

## CONTEXT NOTES

There are numerous situations where a complaint may be made to the Morris Ring. In all cases the same procedure will be followed.

### C1 SOURCES OF COMPLAINTS

- C1.1. Member clubs of the Ring.
- C1.2. Officers or Area Representatives.
- C1.3. Members of the public or press.
- C1.4. Other organisations, which interact with the Ring or its members, such as: the JMO, local authorities, groups who have commissioned Morris performances.

*If individuals have a complaint about their own club, it should be resolved locally.*

*Only in the event of total failure of that process, would the Ring endeavour to resolve the matter.*

### C2 TYPES OF COMPLAINT

- C2.1. **Non-compliance** with any codes of practice published by the Ring, which may include:
  - C2.1.1. Safeguarding.
  - C2.1.2. Discrimination.
  - C2.1.3. Health and Safety.
  - C2.1.4. Insurance conditions.
- C2.2. **Maladministration.**
  - C2.2.1. This may include such things as obstruction, incompetence, dereliction of duty, financial impropriety or abusive behaviour.
- C2.3. **Disputes between Member Teams or other Morris Teams.**
- C2.4. **Illegal activities.**
  - C2.4.1. These may include such things as: theft, drug use or sales, misuse of property or equipment, smuggling, etc.
  - C2.4.2. Serious breaches of safeguarding or discrimination laws.

Items in Section 2.4 would normally be referred directly to the police.

However, the Morris Ring would need to be aware of anything that may impact on its reputation.

### C3 PERSONS OR BODIES COMPLAINED AGAINST

These may include:

- C3.1. Officers of the Morris Ring
- C3.2. Area representatives.
- C3.3. Persons or groups with Morris Ring related responsibilities, such as: Overseas Bagman, Archive Group members, shop administrator, appointed instructor, webmaster.
- C3.4. Member Teams.
- C3.5. Members of the Advisory Council.
- C3.6. Should the complaint relate to all three elected Ring Officers, the matter would be referred to the Chair of the Advisory Council. After a decision by the Advisory Council, actions as in section 7.4 below would be implemented.

*Complaints about individual members of Morris Ring Teams must be dealt with locally.*

*The Ring would only be involved in exceptional circumstances.*

### C4 AUTHORITY

- C4.1. The Squire of the Morris Ring has the authority to effect any of the outcomes defined below, either immediately, or in a specified time.
- C4.2. In the case of suspension or exclusion, the decision must be done in consultation with the Morris Ring Advisory Council and ratified at an ARM, or a special meeting called for the purpose.

### C5 SUMMARY

- C5.1. It is hoped that few situations arise that lead to such formal complaints. However, should they occur, the Morris Ring will endeavour to resolve them amicably in as short a time as possible.
- C5.2. It should be remembered that this is a voluntary organisation, not structured for litigation.



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- C5.3. The purpose of these procedures is to ensure correct handling and transparency in the event of significant problems occurring.

### PROCEDURES

These procedures relate only to the Morris Ring and its own activities, not to member teams. Matters relating only to member teams must be processed locally.

#### C6 METHOD OF DEALING WITH COMPLAINTS TO THE MORRIS RING

*In the event of a complaint against an elected officer, then clause 3.6 will apply*

- C6.1. An elected officer of the Morris Ring is informed of the complaint.
- C6.1.1. Methods appropriate to the complainant may be used, but must be recorded, and followed up in writing, giving the basic details of the case.
- C6.2. The officer acknowledges the complaint.
- C6.3. The same officer informs the other elected officers and any other parties that may be affected, such as insurance providers, or other Morris organisations.
- C6.4. The officers investigate, review the case and agree the appropriate outcome.
- C6.5. The complainant is informed of the outcome.

#### C7 Possible Outcomes of the Review.

- C7.1. No action to be taken. (The reason for this may need to be explained.)
- C7.2. Report to appropriate bodies such as the JMO, police, social services or health care for further action.
- C7.3. Sanctions against teams, which could include:
- C7.3.1. A warning
- C7.3.2. Temporary suspension until the problem is rectified
- C7.3.2.1. *In the event of a Temporary Suspension, arrangements would be made to maintain the member's insurance cover until its expiry date.*
- C7.3.3. Exclusion
- C7.3.3.1. *In the event of exclusion, the team would be informed that insurance cover would not be renewed by the Morris Ring.*
- C7.3.4. Appointment of someone to monitor the team (preferably their Area Representative)
- C7.4. Sanctions against individuals, which could include:
- C7.4.1. A warning.
- C7.4.2. Instruction to rectify a situation.
- C7.4.3. Removal from office.

#### C8 Appeals

- C8.1. A complainant, who is dissatisfied with the outcome of their complaint, has the right to request a review by the Advisory Council.
- C8.2. The Chair of the Advisory Council will inform the appellant of the decision.
- C8.2.1. Any decision overturning that of the elected officers requires a two thirds majority of the full Advisory Council.
- C8.3. No further appeals will be entertained.

#### C9 Confidentiality

- C9.1. Unless a criminal offence is alleged or suspected, which has to be divulged to police or other authorities, details of complaints will be restricted to those directly involved.
- C9.2. No press statements or other media responses will be made, other than to say that the matter is being dealt with by the Morris Ring in line with its Complaints Procedure.
- C9.3. No personal information about individuals or groups involved will be divulged to external bodies, unless legally required.
- C9.4. Complaint Information held electronically by the Ring will only be retained in line with current legislation.