



Montgomeryshire Beekeepers Association



Policy for Reporting Complaints and Concerns

1.0 Purpose

This policy outlines how Montgomery Beekeepers Association manages complaints and concerns. We are committed to listening, learning, and improving what we do through constructive feedback.

2.0 What is a Complaint

A complaint is any expression of dissatisfaction about the services or decisions provided by Montgomeryshire Beekeepers Association, that requires a response.

3.0 Principles

- All complaints are treated seriously, respectfully, and confidentially.
- We aim to resolve complaints quickly, fairly, and transparently.
- We use complaints to improve our services and practices.

4.0 Committee Members and Apiary Team

All members of the Committee and Apiary Team are volunteers who give their time freely to support the association and promote education about beekeeping and wider pollinators. When making a complaint or raising a concern, we encourage individuals to bear this in mind and approach the process with courtesy and understanding.

5.0 How to Make a Complaint or Raise a Concern

All complaints or concerns should be addressed in the first instance to the Chair and Vice Chair of the Committee via email at chair@montybees.org.uk

6.0 Anonymous Complaints / Concerns

We accept anonymous complaints. However, it may limit our ability to investigate or respond fully. All anonymous complaints will be reviewed by the Chair and Vice Chair and considered seriously if they raise safeguarding, ethical, or operational concerns.

7.0 Stages of Complaint / Concern Handling

Stage 1 – Informal Resolution

We encourage you to raise concerns informally first. Many issues can be resolved quickly through discussion. Depending on the nature of the concern, the chair may need to involve members of the committee who have specific responsibilities.

Stage 2 – Formal Complaint

If informal resolution isn't possible, the Chair or Vice Chair will investigate the complaint.

Stage 3 – Review

If you are not satisfied with the outcome, you may request a review by the full Committee.

8.0 Timeframes

- Acknowledgement: All complaints will be acknowledged within 5 working days of receipt.
- Investigation and Response: A formal response will be provided within 10 working days of acknowledgement.



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- Review Outcome: If a review is requested, a final response will be issued within 15 working days of the request.

If more time is needed at any stage, the complainant will be informed and given an updated timeframe.

9.0 Confidentiality

All complaints will be handled in line with data protection laws and kept confidential. There may be scenarios where, to answer the complaint fully, other members of the committee may be involved. This will be at the discretion of the chair and vice-chair. Records will be kept for seven years in line with nationally recognised processes. All complaints stored will have the person's membership number as the identifier rather than their name.

10.0 Unreasonable Behaviour

We will not tolerate abusive, aggressive, or vexatious behaviour. We reserve the right to manage such complaints under Section 4L of the Montgomeryshire Beekeepers Association Constitution.

11.0 Learning from Complaints

Anonymised scenarios arising from the complaints will be reviewed regularly to identify trends and improve our services.

This policy was adopted by Montgomeryshire Beekeepers Association	Date:
Signed on behalf of MBKA – Chair	

This policy will be reviewed every three years.