

Dulwich Hamlet Supporters' Trust

Complaints Policy 2020

Can I make a complaint against the Trust, member of the Trust board or other member?

Yes. The Dulwich Hamlet Supporters' Trust (DHST) takes complaints very seriously. As a mutual society we have adopted [Rules](#) that govern how we operate. Most complaints are initially considered by the Secretary, who is appointed by the Board, but is not a member of the DHST Board. The Secretary may appoint a member of the Board to assist with investigating and trying to resolve any complaint.

How can I make a complaint?

Complaints must be made in writing either by way of a letter to [the Trust's postal address](#) or by email to info@dhst.org.uk. Any communication should be addressed to the Secretary of DHST.

The Secretary will review your written complaint, investigate any relevant issues and let you have a written response, including any proposals to resolve the problem, within seven days.

If for any reason the Secretary cannot respond within 7 days s/he will contact you to let you know how long it will be before s/he is able to respond in detail. S/he may have to write to you for further information in order to try to resolve the problem.

Can my complaint be handled informally?

Before considering a formal complaint you may wish to consider whether the issue can be resolved informally through discussions with the Secretary. The Secretary reserves the right to refuse to take a complaint beyond an informal discussion on the basis that it is poorly founded or without merit.

How are complaints normally judged?

If the complaint is against a member of the Trust, paragraph 4.1 of [the Trust's Disciplinary Policy](#) will apply.

Can I have my complaint reviewed if I am unhappy with the outcome?

If you are not satisfied with the explanation and suggestions for resolving the complaint by the **Secretary** then you may come back to **him/her** with further comments. If having done so you are still not satisfied, **then the dispute can be submitted for arbitration.** The process of arbitration is defined in the Trust's Rule 121.