



Complaints Policy and Appeals

Written complaints regarding a member of the Institute will be considered by the Executive Board, within 21 days of receiving the complaint. and if the complaint is upheld, may decide to withdraw membership status from the individual(s), or organisation, and (or) other reasonable course of action.

Verbal complaints may be referred to the Executive Board for consideration, who in partnership, will agree a what action might be available.

Withdrawal of Status:

1. The Executive Board reserves the right to withdraw membership status from any individual, joint or corporate member, without notice, but in writing as soon as practicably possible. Before such a decision for membership withdrawal is made the Executive Board will consider each case on its own merits, to determine if a member's conduct is contrary to any ethical guidelines or standards that might be in place at that time, or whether the conduct is likely to bring the William Glasser Institute UK into disrepute. Any final decision will be made by the Executive Board having a consensus of three quarters of the full Board, and after consultation with The WGI.
2. The Executive reserves the right to withdraw faculty status from any individual whom the Executive Board believes has deliberately or knowingly acted in opposition to those policies and or procedures for which The Faculty is bound. In such cases the Executive Board will inform the Faculty member in writing of it's intent, seek advice and guidance from the WGI, and will allow for a response by the individual, before a final decision is made by the Board. In extreme circumstances the executive Board may remove faculty status while an investigation underway.
3. With reference to 1 and 2 above, should there be a question regarding the conduct of a member of the Executive, then that member will stand down from executive responsibilities while an investigation is carried out. In such cases any three members of the Executive 'in partnership' and not individually, may request help in the form of support or guidance from the WGI.

Appeals:

1. In all cases of 1, 2, 3 above individuals may appeal against any decision made by the Institute if within a time period of 21 days from the date of the decision being given in writing.
2. In such circumstances, and on receipt of written notification of intent to appeal from the individual, the Executive may choose to appoint three consenting members of the Institute, who are in good standing, and who are not members of the Executive Board or Faculty, and equally, the appellant may choose to appoint three members also of the same standing, to form an appeal committee by proxy, to consider the issue by proxy and indicate in writing not later than 21 days after their appointment, whether they believe that the decision made by The Executive Board should stand.
3. A 4/2 majority decision of the appeal committee would allow for the executive to reconsider the original decision and if they believed it to be in the interest of the Institute, withdraw the original decision.
4. Although the executive will respect any unanimous agreement from the appeal committee, whether for or against the original decision, ultimately the Executive Board has the final say on any decision being made as a result of the appeal.

Outside Agency Referral:

1. Depending on the nature of the complaint, the Executive Board may decide to refer the complaint to any outside agency which the Board believes may have an interest in the details of the complaint, including but not limited to Local Social Services and the Police. The Board will await the findings of such agencies before making any decisions with regard to action to be taken.
2. The Executive Board will keep confidential, any information or details regarding the complaint unless in doing so would likely cause harm, either to another individual(s), or organisation, and in compliance with all current legislation and regulation regarding the protection of individuals and property.