

COMPLAINTS PROCEDURES FORMAT

The complainant and the party complained of shall present their cases separately to the Standard and Ethics Sub-Committee.

The following are Guidelines for dealing with the Complaints Procedure Format.

1. Complaint received in writing.
2. Standard and Ethics Sub-Committee and Standard and Ethics Sub-Committee Secretary drawn from bank.
3. Send member complained of a copy of the written complaint.
4. Inform person complaining of meeting.
5. Committee Member selected by Committee.
6. Meeting to investigate complaint. 1st part of meeting Standard and Ethics Sub-Committee to read written complaint received. 2nd part of meeting Standard and Ethics Sub-Committee to meet with party complainant. 3rd part of meeting Standard and Ethics Sub-Committee to meet with complained of. 4th part of meeting Standard and Ethics Sub-Committee to draw up report including their recommendations.
7. The Standard and Ethics Sub-Committee to report back in writing to Committee.
8. Committee may decide to meet with party complained of and complainant.
9. Committee to make final decision.
10. Committee to meet with party complained of and complainant in person.
11. The Committees decision is final.