

# **NAFAS COMPLAINTS PROCEDURE**

All matters should be dealt with in a timely manner. It is hoped that any issues can be resolved amicably between the Judge, Demonstrator, Speaker or Teacher and the club without escalating to the complaints procedure. If this is not possible the procedure below should be followed.

## **Area Complaints**

If a complaint is deemed necessary against an Area Judge, Demonstrator, Speaker or Teacher the Area procedure should be followed. Likewise if an Area Judge, Demonstrator, Speaker or Teacher has a complaint about a club, the Area procedure should be followed.

## **National Complaints**

If a complaint is deemed necessary regarding any person on the National List, the Chairman, Vice Chairman or Secretary of the club, should write to the Chairman of the relevant National Standing Committee without delay. Names, addresses, telephone numbers and email addresses should be included in the correspondence. Likewise if a National Judge, Demonstrator, Speaker or Teacher has a complaint about a club, they should contact the relevant National Standing Committee Chairman.

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