

Brecon Mountain Rescue Team

Complaints Policy and Procedure



1. General statement

We aim to provide the best possible service to casualties, missing persons and our partners and to minimise inconvenience for land owners and other members of the public. We welcome suggestions for how we can improve our service and we want to learn from any instances where we could have done something differently and better.

Usually, a word with one of our senior team members at a scene or after an incident will suffice to resolve any problem should one arise. However, we recognise that from time to time there may be occasions when individuals feel they need to complain about our approach or our service or care.

If you have a complaint this is what you should do:

1. If you have a complaint to make, it should be made initially to our team leader whose email contact can be found here teamleader@breconmrt.co.uk who will try to resolve the issue informally.
2. If the issue is serious, or you are not satisfied after raising it with the team leader you should make a formal complaint.
3. Your complaint should be made either by email or by letter to the Chair of the team. The Chair's email address is chairman@breconmrt.co.uk If sent by letter the complaint should be addressed to the Chair of the team and marked "Private & Confidential", and sent to Secretary, BMRT, 124 Beacons Park, Brecon, LD3 9BP.
4. The chair will acknowledge your complaint in writing (normally within 7 days of receipt). Please remember to keep a copy of your letter.
5. The Chair will investigate the complaint and determine it or designate one of the Committee members of the team to do so.
6. The person designated to investigate and determine the complaint will communicate the results of the investigation to you within a reasonable time bearing in mind that all our committee members are volunteers and most are working full time.
7. Where possible we will determine your complaint within 21 days of acknowledging it but if it will take longer to determine we will advise you of the likely timing.

8. You have the right - if dissatisfied with the results of the investigation - to put your case in writing or personally to a panel comprising at least three members from the Committee of the team including the Chair.

9. If attending personally, you have the right to be accompanied by a friend or advocate to help put your case. (The panel also has the right to have an advisor present).

10. The decision of the panel will be final.

11. Where appropriate, the Team will make a written apology to the complainant, and agree any further action necessary to make good the cause of the complaint.

12. All formal complaints and the response made to them will be recorded and filed in a secure place.

13. The Committee will be informed by the designated person at the first available meeting of the number and nature of any formal complaints and their outcome, and the Committee will consider annually the implications these have for the planning and management of future services.

14. We will put this document on our website and provide it to individuals on request.

15. Where the complaint relates to a person who is one of the leadership or a member of the Committee, he or she will not investigate or determine the complaint.

This policy will be reviewed in February 2022