



Joint Planning Law Conference Oxford

Complaints Policy

Introduction

JPLC has prided itself on providing excellent conferences for the past fifty years. Whilst complaints are not anticipated this policy has been put in place to set out the procedure which will be applied if and when any delegate wishes to complain in relation to a conference.

Complaints

If any delegate has any day-to-day concern or complaint with regards to the organisation or running of a conference then we would encourage them, in the first instance, to raise their concern informally with a member of the JPLC committee.

We would hope that any issue can be resolved at this point. However, if any delegate feels that any concern or complaint has not been addressed to their satisfaction then they may wish to make a written complaint.

Written Complaint

Any written complaint should be made in writing and provide the following details:

- Your name and contact address
- What you are complaining about
- The details of your complaint
- What you would like to be done about your complaint

Written complaints should be emailed to lucinda@jplc.org

We will, where possible, acknowledge receipt of complaints within 5 working days and provide the complainant with details of how the complaint will be dealt with.

Any complaints are dealt with by the conference chair and vice-chair for the JPLC Committee conference. The chair and vice-chair will appoint another member of the committee to investigate any complaint, if necessary.

The person appointed to investigate will write to you as soon as possible to let you know they have been appointed and they will reply to your complaint within 21 days. If a reply is not possible within that time frame then they will set a new date for their reply and inform you of that date. The investigation will be done in consultation with the chair and vice-chair of the JPLC Committee. The reply will set out:

- The nature and scope of the investigation;
- The conclusion on each complaint and the basis for that conclusion; and
- If they find that you are justified in your complaint, their proposals for resolving the complaint.

Confidentiality

All conversations and documents relating to the written complaint will be treated as confidential and disclosed only to the extent that is necessary. If appropriate, disclosure will be to the JPLC committee and anyone else whom it is necessary to involve in the complaint and its investigation.

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Records

We will keep a written record of any formal complaint received for a period of six years.