



LATAZ Complaints Procedure

1. LATAZ's commitment

- 1.1. LATAZ is committed to delivering a high quality service to its members. Members are provided with procedures to follow where there is cause for concern.
- 1.2. We aim to handle complaints in a way that:
 - encourages informal conciliation
 - is fair and efficient
 - treats complaints with appropriate seriousness, sympathy and confidentiality
 - aim for early resolution.

2. Types of complaint

The following list indicates examples of the type of complaint, covered by this procedure:

- the behaviour of a committee member
- the behaviour of a member of LATAZ
- a failing in a LATAZ service
- discrimination (on the grounds of ethnicity, region of origin, race, first language, religion or belief, age, gender, special educational needs or disability)
- harassment

The complaints procedure may also be followed where a member's actions are in breach of the association's rules and code of conduct, even if a complaint from another member has not been received. Complaints made against a LATAZ staff member would follow the staff grievance procedure.

3. Results of complaints

Complaints will not always produce the results preferred by the complainant. For instance, policy decisions or resourcing may affect the level of service provided. However, we will undertake to inform you of the results of a complaint and the reasons for it.

4. Anonymity

A copy of the written complaint will normally be supplied to the person who is the subject of the grievance. In general, those about whom a complaint is being made have a right to know what is being claimed and who is making a complaint. There are exceptions to this rule, for instance in the early stages of some cases of harassment where the person making the complaint has the right to remain anonymous until the outcome of the investigation has been decided.

5. Confidentiality

It is LATAZ's expectation that the confidentiality of the documentation generated by a complaint will be respected by all parties.

6. The complaints procedure

6.1. Stage 1

- Complaints of a minor nature should be raised with the person responsible or with the chair of an appropriate committee with the aim of resolving the problem directly and informally.

6.2. Stage 2

- Where it has not been possible to resolve matters to your satisfaction under Stage 1, you should write to the District/Provincial or National Secretary as the case may be. Your complaint must be specific and comprehensively documented. You should present full details, including your name and address, any relevant documentation, dates, locations and witnesses as appropriate. You should also detail any previous unsuccessful attempts at resolution.



- You will receive an acknowledgement of your complaint. This will normally be within 5 working days. You will be informed if there is likely to be any delay in the process.
- A meeting will be arranged between you and the Secretary, or other appropriate delegated person, to discuss the matter if required. Wherever possible the National Secretary or delegated person will take a second party to observe the meeting. If there is no appropriate person available within the country of the complainant, then a virtual meeting may be held. You may, if you wish, be accompanied by a fellow member. A written record of the meeting will be made by the National Secretary or appointed person.
- The National Secretary or appointed person, and a second party, will hold a separate meeting with the person who is the subject of the complaint, who may be accompanied by a fellow member. The National Secretary or delegated person may interview any witnesses. A written record of the meeting will be made.
- The National Secretary may delegate the task to another person in the event that he/she considers that he/she knows the other party too well and that this might compromise the impartiality of the result.
- The National Secretary will notify you in writing of the decision reached and the reason for it, together with any consequent action.
- The procedure outlined in Stage 2 will normally be completed within a month.

6.3 Stage 3

- If the complaint remains unresolved under Stage 2 to your satisfaction, you may write to the President explaining why this is so, and seek an enquiry by a Complaints Committee.
- Complaints made against the National Secretary or one, several, or all of the National Executive Committee automatically proceed to Stage 3, and should be addressed to the President and Vice President.
- A Complaints Committee will be formed from at least three of the trustees who will investigate further. They may seek further written evidence from you to clarify matters. They may also decide, if in their opinion the evidence justifies it, to uphold (or not to do so) a complaint without proceeding further with the investigation.
- Unless the complaint is made against all of the Executive Committee, the Complaints Committee will not include any committee member implicated in a complaint.
- The Complaints Committee may decide to further interview you and the person who is the subject of the complaint and any witnesses. You may be accompanied by a fellow member. The person who is the subject of the complaint may also be accompanied by a fellow member.
- A written record will be made of the proceedings.
- LATAZ will notify you in writing of the decision reached and the reason for it, together with any consequent action.
- Stage 3 is the end of LATAZ's Complaint Procedure, there is no further form of appeal within the association.
- You have the right to take legal action if the complaint borders of a breach of the Societies Act Cap 119 of the Laws of Zambia or refer the case to the Directorate of Standards, Assessment and Evaluation in the Ministry of Education, at any time.



7. Consequences

- If a complaint is upheld, the subject of the complaint will be notified in writing.
- The Association reserves the right to suspend or exclude a member or non-member from a LATAZ media platform temporarily or permanently, remove a volunteer from their post, or expel a member should it consider the upheld complaint to be of a sufficiently serious nature.
- LATAZ also reserves the right to inform relevant external bodies or authorities in order to fulfil its legal responsibilities.
- If a second complaint is upheld against the same person, previous complaints, and the findings of these complaints, may be taken into consideration.
- In the case of a complaint being upheld against a member of staff, the disciplinary procedure will be enacted.

Related documents:

- LATAZ Constitution
- LATAZ Code of Conduct
- LATAZ Privacy Policy (under development)
- LATAZ Publishing Policy
- LATAZ terms and conditions of membership and/or terms and conditions for specific events
- LATAZ Language and Literacy Fair Guidelines
- LATAZ Social Media Policy
- LATAZ's Strategic Plan
- SIG Committee Guidelines
- LATAZ Financial Management Policy
- LATAZ Governance Code