**BB&O JDS&E Committee**

**Complaints Procedure**

**PLEASE NOTE:** In all cases of dissatisfaction the issues should be discussed with the person at the time. If they cannot be resolved then the following complaints procedure should be followed.

**Complaints against a BB&O Area Judge, Demonstrator, Speaker or Teacher**

1. The Club, not an individual, should write to the Judge, Demonstrator, Speaker or Teacher immediately, stating the reason for the complaint and requesting an explanation. This can be done via email or using the relevant feedback form from the BB&O website at [bbandoflowers.org.uk/Admin/Programme Secretaries](http://bbandoflowers.org.uk/areamanagementadministration/programmesecretaries/). At the same time a copy of the email/feedback form should be sent to the Chairman of the JDS&E Committee.
2. On receiving a reply, the Club should send a copy to the Chairman of the JDS&E Committee, stating whether or not they are satisfied with the explanation.
3. The Judge, Demonstrator, Speaker or Teacher also has a point of view and may feel that criticism of the Club is necessary.

**NOTES**

* Any Judge, Demonstrator, Speaker or Teacher wishing to make a complaint against a club may follow the above procedure.
* The feedback forms should also be used to give positive feedback to the JDS&E Committee.
* The JDS&E Committee cannot take action involving non-qualified persons and those not appearing on the BB&O list.
* For complaints against Judges, Demonstrators, Speakers or Teachers from other NAFAS Areas please refer to that area’s website for their complaints procedure. For national level complaints refer to the NAFAS website.

**REMEMBER: GOOD COMMUNICATION IS BEST**

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