Complaints Procedure

A regulation under the constitution of the Palestine Solidarity Campaign

August 2026

Palestine Solidarity Campaign seeks to handle all complaints relating to members in a fair manner. We have therefore adopted the following guidance, allowing all parties involved to understand how the complaints process works.

We take all complaints seriously and wish to ensure that both the complainant and those subject to a complaint are given a fair opportunity to put their case at all appropriate stages of this process.

Our complaints process is only able to take remedies against individuals who are members of Palestine Solidarity Campaign. In the event of a complaint being received about an individual who is not a PSC member, relevant individuals (such as a local Branch Chair) may be informed, but we are unable to progress the matter formally.

As a democratic, member-led organisation, our complaints process is carried out by volunteer Complaints Officers (CO), appointed by the Executive Committee (EC) for a period of 2 years, PSC's elected voluntary Secretary, and staff Branch Development Officers (BDO). Given the voluntary nature of the officers, we ask that all involved show understanding of this and its effect on the timescales and level of responsiveness that we are able to offer. Specifically, timescales within the process will be based on best endeavours and may be exceeded if there is limited availability of volunteer officers.

The process we lay out here is intended to act as a core pathway for any complaint, with flexibility to allow for reasonable measures to be taken in response to the particular nature of any complaint – for example cases requiring anonymity, where multiple individuals are subject to a complaint or where there is a need for a modified timescale.

This process begins either upon:

a) PSC receiving a complaint against a member, where the complainant wishes there to be a formal investigation, in which case the process starts from Step 1, or

b) A matter is brought to the attention of PSC where the Secretary determines that an investigation is necessary, in which case the process will only apply Steps 1-4 when relevant.

The process shall be as follows:

1) Complaints should be sent to the PSC office, and will be referred to a BDO with the following exceptions:

a) where the complaint relates to the Secretary it should be sent to the Chair, who will determine whether they or a Vice Chair will perform the duties otherwise assigned to the Secretary in this process, and if separate members of the EC shall perform the duties assigned to the BDO and CO for the remainder of this process;
b) where a complaint relates to another member of the EC it should be sent to the Secretary who will determine whether an uninvolved member of the EC or the CO will carry out the CO's and BDO's duties in this process.

2) The receipt of a complaint will be acknowledged within 7 days and the complainant advised of this procedure. The complainant may request that their identity be protected from the subject of their complaint. This will be complied with unless it would unduly prejudice the ability of the subject of the complaint to defend themselves. We cannot investigate complaints where the identity of the complainant is unknown to us.

3) If the BDO believes the complaint may warrant the consideration of a temporary suspension, then the BDO will refer the complaint to the Secretary.
   a) If the Secretary agrees that the complaint merits consideration of suspension, then they will bring this to the EC for discussion and a decision. If the EC decides by a two thirds majority to temporarily suspend the member pending the outcome of an investigation, the member should be informed, in writing, by the Secretary or an EC member assigned by the Secretary. The member's Branch officers may also be informed so a decision can be made at a branch level as to any interim action required to address the member's participation in Branch activities.
   Investigation will then proceed in line with this process, with the exception that the Secretary may determine that they or another member of the EC should lead the investigation in lieu of the CO.
   b) If the Secretary determines not to escalate the complaint to the EC for consideration of the subject's suspension, or if it is escalated but the EC decides not to temporarily suspend the subject, then the complaint should continue in line with this process.

4) If the complaint does not require escalation, the BDO will assess the complaint to determine which of the following applies:
   a) Complaint dismissal. If the BDO believes that the complaint is frivolous, vexatious, an abuse of process or outside the scope of this procedure, then the BDO will escalate to the Secretary to consider whether the complaint be rejected. A complaint may only be rejected by the Secretary.

i) If the Secretary determines that the complaint be rejected, the BDO will inform the complainant in writing. If the complainant is dissatisfied with the Secretary's decision, they have the right to ask for the decision to be reviewed by the EC at its next meeting.
ii) If the Secretary determines that the complaint should not be rejected, then the complaint should proceed in line with this process.

b) Informal resolution. If the BDO believes that the complaint meets the threshold for a formal investigation in accordance with the terms of the constitution and code of conduct, but that an informal resolution of the complaint would be appropriate and likely to be achievable, they will inform the complainant and take steps to initiate informal resolution. In that instance, the BDO, or a person nominated by them, may help facilitate appropriate steps – for instance a retraction, apology, or discussion between the parties.
i) If the complaint is resolved informally, then the process need not continue. The BDO should record the outcome so that the complaint is formally closed.
ii) If attempts at an informal resolution fail, or if the complainant declines an informal resolution, then the process will continue from step (5) below.

c) Formal process. If the BDO believes that the complaint meets the threshold for a formal investigation in accordance with the terms of the constitution and code of conduct and that an informal resolution of the complaint is not appropriate and achievable, then the complaint should continue to be formally processed in line with this procedure.

5) The BDO will ask a CO to carry out the investigation. The CO should declare any conflicts of interest that could affect their ability to investigate the complaint and if appropriate, withdraw from the case. Where this occurs, another CO will be asked to take up the complaint. If no CO is able to act, the Secretary will allocate a member of the EC to proceed with the investigation.

6) If the designated CO is of the view that a temporary suspension of the member is required pending the investigation, an urgent application shall be made to the Secretary to request that the EC determines the matter. The Secretary will then proceed to assess in line with step (3) of this process.

7) If they have not already done so, the individual making the complaint will be invited to give a full account of the matters they regard as relevant to their complaint.

8) The subject of the complaint will be given notice of the investigation, details of this process and requested to submit their view of the matter(s) in question.

9) If following receipt of the written response, the designated CO feels that more information is required, they will undertake further enquiries. This may include seeking further information from the complainant, the subject of the complaint or any other person.

10) Any investigation will be documented in a report concerning its findings. This may include a recommendation for disciplinary action. The report will be shared with the Secretary for review and comment before being submitted to the EC.

11) The EC would normally be expected to reach a decision on whether disciplinary action is required on the basis of the report and discussion, without the need for further interviews.

12) If the EC finds there to have been a breach of the rules, they are empowered to use the full range of sanctions available to them, including, if applicable, the suspension or termination of membership of the individual. The EC shall have regard as to the severity of the breach, its persistence, the conduct of the individual before and after the breach was brought to their attention and any warnings or prior informal processes which they had been subject to. The committee shall consider this in a way that respects the requirements of natural justice and proportionality as well as ensuring the privacy of all those involved is respected as appropriate.

13) The EC may impose a disciplinary sanction by a simple majority vote. If the proposal is to terminate or suspend the membership of a member, a two-thirds majority vote will be required.

14) The CO will record the decision of the EC for communication to the complainant, the subject of the complaint and anyone else who needs to be notified. The EC will determine who is to communicate the decision to each party, and if relevant, the member's Branch officers.

15) The complainant and subject will be notified of the outcome and EC decision within 28 days. If a decision has been made to terminate or suspend membership, they will be notified of the grounds for this decision, and their rights of appeal. Suspension of membership will be for a maximum period of 1 year.

16) A party to the Complaint may seek to appeal against the decisions of the EC. This procedure is specified in the 'Appeals Procedure' regulation.