

## COMPLAINTS PROCEDURE

(Version: 2026-01-19)



Anyone who feels that any officer or member of the Philological Society has acted in breach of our policies or otherwise showed unreasonable behaviour, or who feels that there has been unacceptable behaviour by anyone else at an event organised by the Philological Society should follow this procedure.

A complaint should be submitted in writing to the President ([president@philsoc.org.uk](mailto:president@philsoc.org.uk)), or if the complaint relates to the President, to the Honorary Secretary ([secretary@philsoc.org.uk](mailto:secretary@philsoc.org.uk)). In what follows, the person who received the complaint and is dealing with it will be referred to as the investigator.

All complaints will be treated confidentially, though in order to investigate the matter, those involved may need to be interviewed by the investigator, but in that case every effort will be made to maintain confidentiality as fully as possible.

The investigator will seek information they deem relevant from any source in order to understand the context of the complaint. This may include a discussion with the complainant.

The investigator will respond to the complainant within three weeks, either with a final response to the complaint or with an explanation why it is not yet possible to make a final response, and an indication when it is expected that a final response can be provided.