

## **OMBUDSMAN ASSOCIATION**

### **SCHEDULE 2 TO THE RULES**

#### **REQUIREMENTS FOR COMPLAINT HANDLER MEMBERSHIP**

##### **1. Eligibility**

The Association will admit to Membership as Complaint Handler Members organisations which:

- Have complaint handling as a significant part of their role.
- Operate in accordance with the Association's Principles of Good Complaint Handling, specifically:
  - Clarity of purpose
  - Accessibility
  - Flexibility
  - Openness and transparency
  - Proportionality
  - Efficiency
  - Quality outcomes
- Do not meet the Association's Criteria for Recognition of Ombudsman's Offices.

Purely commercial complaint handling bodies will not normally be eligible for membership.

##### **2. Principles of Good Complaint Handling**

The Association expects Complaint Handler Members to operate in accordance with its Principles of Good Complaint Handling (and any amendments thereto).

##### **3. Governance**

The Association expects Complaint Handler Members to have regard to its Principles of Good Governance (and any amendments thereto), where the constitution of the organisation allows them to do so.

##### **4. Use of the title of 'Ombudsman'**

The title of 'Ombudsman' should not be used unless the Association's Criteria for Recognition of Ombudsman's Offices are met. The Association will not admit to membership organisations which use the title of 'Ombudsman' but do not meet the Association's Criteria.

**5. Admission to Membership**

The decision on whether an organisation is admitted to Complaint Handler Membership will be made at the discretion of the Executive Committee or by a General Meeting of the Association on the recommendation of the Validation Committee.

**6. Review**

The Validation Committee will also, when requested to do so by the Executive Committee or a General Meeting of the Association, review whether existing Complaint Handler Members continue to meet the requirements for Complaint Handler Membership and advise the Executive Committee accordingly.