

# Complaints Procedure of the Principality of Insulae Draconis V1.0

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## **1 Coverage**

The purpose of this document is to describe the complaints procedure for the Principality of Insulae Draconis and its subdivisions. This procedure covers its members and attendees whether or not holding a form of SCA membership, events, online presence and publications.

It also covers the conduct of officers, members and attendees where they are representing, or purporting to represent, the Principality and the SCA in general.

### **1.1 Legal Precedence and Legal Disputes**

Where there is a contradiction between this process and the laws and regulations of the jurisdictions of, and within, the United Kingdom, Ireland and Iceland, this process must give way to the laws of that jurisdiction.

Where a crime under local law is being committed, or is likely to have been committed, contact with law enforcement is paramount. The SCA, and its representatives, are not to assume or be placed in the role as a potential arbiter of the laws and regulations of the law.

Legal disputes and claims outside of the game mechanics or kingdom code of conduct e.g. fraud should be referred to the SCA UK CIC in the first instance. This includes any insurance matters.

### **1.2 Language use**

The working language of this process is English. Local translation is allowed, and indeed encouraged, but records of any activation of this process will need a verified translation into English for audit and legal purposes.

### **1.3 Code of Conduct**

Participation of activities of the Principality, including representation outside of the Society, is governed by the [Kingdom of Drachenwald Code of Conduct](#). Additionally, expected behaviour is subject to avoiding unwelcome and harmful behaviours as outlined below in this document. This process includes coverage of breaches of that Code of Conduct.

## **2 Preamble**

The nature of the Principality is that of a de facto social club that conducts activities with an interest in history covered by the Society for Creative Anachronism and is thus regarded as such in terms of the limits and obligations placed by law upon it as an unincorporated association.

There are no legal or contractual arrangements between members, other than arising through membership of the legal bodies, insurance obligations, and law.

The Society is a complex social community, with a variety of mechanisms and responsibilities.

There is a general expectation that members will conduct themselves with respect, forethought and courtesy.

A more detailed outline of that expectation can be found in the Drachenwald Code of Conduct.

As with all communities, disputes, disagreements and other sources of social friction arise. As such, there is a recognition of differences between social opinion and active harm. This process therefore concentrates on ensuring a fair and firm process where possible.

The SCA seeks to maintain a harmonious environment for all participants. Mediation can be arranged if both parties agree. Reconciliation is always the preferred option.

The SCA cannot force a course of behaviour from participants in its activities, however if an individual's behaviour is found to be in breach of the kingdom code of conduct then action can be taken to sanction them.

## **3 Making a complaint**

The below process is NOT intended to address individual acts which fall within the jurisdiction of a civil or criminal court maintained by the nation or other political division where it takes place, nor shall any recommendation about individuals be made on such issues. Any actions of this type should be brought to the IMMEDIATE attention of the Principality Seneschal. Additionally, if you are subject to any such actions, you will be advised to bring the issue to civil authorities such as the police and the principality will support you in this.

- A complaint can be raised by members or non-members that are directly affected by the concern being raised. If, for any reason, someone is unable to make the complaint themselves, a nominated representative may make a complaint on their behalf.
- Complainants are required to provide their name and contact details otherwise it will not be possible to fully investigate the complaint, verify information and update the complainant on the progress of the investigation.
- Complainants can ask to keep their identity confidential and specify any other aspects of the complaint that contain sensitive information. The principality will aim to keep such details confidential wherever practical, but no guarantee can be given as there may be situations in which disclosure will be necessary or even legally required.
- Complaints will only be accepted within three months of the date that the complainant reasonably knew enough facts to report the issue.
- If there's reasonable belief that a complaint is malicious, then it won't be progressed.
- A complaint is considered malicious if it's possible to demonstrate it's without basis and that it is being made with an intention to negatively impact others.
- Repetitive complaints about the same issue will not be progressed. Where multiple complaints about the same incident are made, the first complaint received will have primacy. Additional complaints about the issue may be used as supporting evidence and the complainants may be asked for witness statements.
- The complaints policy should not be used where individuals disagree with the governing documents of the SCA or subdivisions.
- If a complainant does not agree with the reason for their complaint not being progressed, they are entitled to appeal in accordance with this policy.

### **3.1 Initial Points of Contact (in order of escalation)**

- Local seneschal/event steward/online group moderator
- Principality Seneschal
- Kingdom Seneschal
- Board of Directors ombudsman

If the subject of your complaint is the point of contact for a complaint then the next person on the list is the appropriate contact. It is expected that officers/Royals will recuse themselves where there is a conflict of interest.

A conflict of interest in this case is limited to familial relationships.

For all complaints copy Prince@insulaedraconis.org and Princess@insulaedraconis.org unless the complaint is about one of both of the Royal couple in which case king@drachenwald.org and Queen@drachenwald.org should be copied in.

### **3.2 Do's and Don'ts**

- Do make your complaint in writing.
- Do make your complaint clear, calm and factual detailing why you feel that the individuals you are complaining about have broken mundane laws, the kingdom code of behaviour or the kingdom/principality laws.
- Do ensure that you cite dates and times where you have witnessed the poor behaviour.
- Do ensure that your complaint is based on things you have personally witnessed.
- Do provide names of other potential witnesses.
- Do not base your complaint on hearsay or supposition.
- Do not expect that the SCA can resolve things which happen outside of official events.

### **3.3 Acknowledging a complaint**

- A complaint will be acknowledged as soon as it has been received and discussed by the appropriate persons, typically this is within 30 days.

## **4 Investigating a complaint**

- A complaint will be investigated by the appropriate level of Seneschal.
- Witness statements will be requested for consideration, people will be interviewed and a fair judgement will be made as to the appropriate response.
- The individuals who are the subject of the complaint will be contacted and given an opportunity to defend themselves.
- The details of the complaint will be kept as confidential as possible.
- A written record of the investigation will be made.
- It is not possible to give exact timescales for complaint resolution, however it is in everyone's interest that a complaint be resolved as quickly as possible.
- Judgement will be provided in writing to the complainant.

- The judgement will detail if the complaint is upheld fully or partially.
- Once a complaint has been judged it is expected that all affected parties will respect that judgement and confidentiality will be maintained.
- In the event of individuals being sanctioned by the SCA the procedures laid out in Corpora will be followed.

## **5 Appeals**

- If you believe that your complaint has not been dealt with fairly you are free to escalate to the next level. The Royal/officer team investigating will hand over all material to the next level Royals/officers/BOD who will decide on whether the original judgement was fair or not.
- An appeal must be made in writing within 14 days of receiving the judgement about the complaint.
- If an appeal is accepted it will be investigated in the same way as the original investigation.
- Repetitive appeals will not be accepted.