



SICA
Scottish Independent Celebrants' Association

Promoting and supporting
the highest standards of
Scottish celebrancy

SICA Complaints Procedure

All Provisional and Full Members of SICA receive a copy of the

SICA Complaints Procedure.

- 1) Anyone can make a complaint to SICA about a member's professionalism and conduct while carrying out their work as an independent celebrant.
- 2) Complaints about the legal elements of a wedding should be referred to the organisation that authorises the celebrant to carry out legal ceremonies.
- 3) Once the complaint has been received in writing, SICA will acknowledge receipt of the complaint, not more than 14 days from the date of the complaint being formally received, assign a complaint number and advise of the process and timescales for taking this forward.
- 4) The Chair/Vice Chair will be responsible for progressing any complaints and in most cases a complaint will be investigated and reviewed by the Chair and Vice-chair.
- 5) These office bearers will meet, with other members of the committee if required and will decide which of the two will be appointed Investigator. The other will assume the role of Reviewer.
- 6) If either Office Bearer feels there is a potential conflict of interest, they may recuse themselves or suggest the other be recused, in which case another committee member will be appointed to the role of Investigator.
- 7) The Investigator may ask another member of the Committee to assist them or any external professional help that may be considered necessary such as the SICA insurance provider, legal experts.
- 8) The Chair/Vice Chair will be responsible for contacting the SICA Celebrant to explain that a complaint has been received and the process that will be followed. It is important that the SICA Celebrant understands the process, who the appointed Investigator is and that SICA will be supportive and sensitive in carrying out the process. The SICA Celebrant will also be assured that confidentiality will be respected.
- 9) The Investigator will then be the point of contact for the complainant during the investigative period. The Investigator will make any reasonable accommodations to make sure the complainant is able to understand the procedure.



- 10) The Investigator will contact all relevant parties, which could include, but will not be limited to, Funeral Directors, instructing parties, Next of Kin, Venue management, or others as deemed necessary by the person investigating.
- 11) The Investigator will provide a written assessment of the circumstances to the Reviewer not more than 28 days from being appointed. If there is any reason to extend this, that will need to be ratified by the Reviewer and notified to the complainant.
- 12) During the investigation period the complainant will be able to request updates from the appointed person.
- 13) The Investigator and the Reviewer will consider the findings, and any action to be taken as a result. This could include, but not be limited to;
 - a. issuing a warning to the member,
 - b. suspending the member from SICA,
 - c. deciding there is no case to answer
 - d. directing the complaint to a different body (for example, the Information Commissioner's Office).
- 14) The Investigator will respond to the complainant in not more than 14 days after receipt of the findings, detailing the decisions taken, and reasons for them.
- 15) No more than 8 weeks should have elapsed since receipt of the formal complaint and the complainant receiving a full response.
- 16) If the complainant is not satisfied with the outcome, the complainant will have the option to request an appeal. This request for appeal should be received within 14 days of the decision being issued.
- 17) In the event of a request for an appeal, this will be reviewed by the whole committee (subject to any members recusing as per 6 above) this will be completed, and a response issued within 28 days of receipt of the request for an appeal.

To open proceedings formal complaints should be sent to the SICA Chair at
chair@celebrants.scot

Any questions about the procedure should also be directed to the Chair.