How to complain to BAIML

- Who we are?
  BAIML is the British Association of International Mountain Leaders. We are primarily a membership organisation however we also issue a UIMLA carnet to members which governs the standards to which they should operate.
- What can we look into?
  As a membership organisation we can only investigate complaints that relate to our members, volunteers and paid employees.
  BAIML will only look into complaints that are concerning the individual making the complaint, unless it concerns a minor or person of diminished responsibility and is made by somebody with the authority to act on their behalf.
- What can't we look into?
  BAIML cannot look into matters relating to non members or matters occurring between clients & companies for whom a member works unless such an instance specifically relates to the competence of the member.
  BAIML will not look into complaints that are considered to be malicious, vexatious or considered to be a repetition of a previous complaint.
- Who to complain to:
  Complaints should be sent to either: chair@baiml.org
  or: president@baiml.org
  or by post to: BAIML
  c/o Siabod Cottage
  Capel Curig
  Betws-y-Coed
  LL24 0ET

- How to complain:
  Complaints must be received by BAIML within three months of the incident to which they refer and must be in writing.
- What to include:
  As much information regarding the incident as possible including where, when, who was involved and what happened.
- What happens next?
  BAIML will acknowledge your complaint, review the complaint and if warranted investigate the complaint and make a finding. We will endeavour to do this within 3 months but this is not always possible – we will however inform you of timescales.