

Complaints or concerns regarding CB-NSG members

All CB-NSG members sign up to the [Challenging Behaviour Charter](#) as a condition of membership of the group. Where there are concerns that members are not behaving in accordance with the charter, the Steering Group reserves the right to review CB-NSG membership.

This procedure sets out a short process for reviewing Challenging Behaviour National Strategy Group (CB-NSG) membership where concerns have been raised.

This may include a complaint or concern received by the Challenging Behaviour Foundation, a concern raised by a CB-NSG Steering Group member, or adverse publicity.

1. Any of the following should be shared with the Policy Lead and CEO where they pose a risk to the reputation of the CBF or CB-NSG: serious concerns about a CB-NSG core member, a complaint about a CB-NSG core member, or adverse media coverage relating to a CB-NSG core member.
2. All complaints should be processed in line with the CBF complaints procedure. In addition, the Policy Lead and CEO will review the information and decide whether it warrants scrutiny by the Steering Group in relation to core membership.
3. Any information requiring further action will be shared with the CB-NSG Steering Group by the Policy Lead. If this happens, the core member will be contacted and informed that their membership has been temporarily suspended while the complaint is investigated and/or the CB-NSG Steering Group reviews the information. A broad summary of the information will be shared with the member. Where applicable, details will be redacted so that the complainant or source of information cannot be identified. Suspension from the CB-NSG is a neutral position to allow time for information to be considered.
4. The CBF complaints procedure will be completed in full before the Steering Group are asked to advise. At this point the Steering Group will be asked to review the information and advise the CEO on next steps. Potential next steps include no further action and removal of the suspension, a fixed period suspension or removal of core membership. Any member who has been suspended and re-instated will revert to full CB-NSG core member with the same rights and responsibilities as other members.
5. The CEO will review the recommendations of relevant CBF staff and the Steering Group and make a final decision.
6. The CBF will write to the core member to advise them of the decision, the reason for it and the date the membership has been reinstated or ceased.
7. Membership records will be updated to reflect any changes by the Senior Policy Officer.

8. Any member who has membership removed will not be eligible to reapply for CB-NSG membership in future unless there is a substantive change in circumstances e.g. new leadership team.

All decisions should be documented clearly. The Policy Lead is responsible for record keeping.

Issue 1: July 2026

Review date: July 2028