

## COMPLAINTS PROCEDURE

The Club wants to support you if you're not happy with any aspect of the Clubs running. We would encourage you to make us aware of the feedback process as a way of raising the issue initially. But we realise that there may be times when the Feedback process is inadequate and it should be treated as a Complaint.

Here is the process that the Club will follow:

The informal Stage:-

- You should raise your concerns with the individual concerned, perhaps by getting a fellow member to support you.
- You should raise your concerns with a member of Staff. They will investigate your concerns, with your permission, and see if your concerns can be alleviated without escalating the issue to a formal complaint. You have the final decision over whether the case can be closed at this stage.

If this informal stage does not address your concerns, then the club's Formal Complaint procedure takes over.

### **Stage 1**

In the first instance, if your complaint concerns a Club Employee, a volunteer at the club or a member of the club and you are unable to resolve the issue informally, you should write to the Secretary, Chair or President, who will investigate.

In your letter, you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. Whilst it is preferable that a complaint would be made in writing, this will not preclude the investigation of a complaint made verbally.

You can expect your complaint to be acknowledged within 5 working days of receipt.

You should receive a response and an explanation normally within 28 working days.

### **Stage 2**

If you are not satisfied with the initial response to the complaint, then you can ask for your complaint and the response to be reviewed by the Executive Committee. Where the incident leading to the complaint involves a member of the Executive Committee that person will take no part in the review. The aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently, timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

### **Final Stage**

If you are not satisfied with the subsequent reply from the Executive Committee (or the Disciplinary Committee) then you have the option of writing to the Chair or President stating the reason why you are dissatisfied with the outcome. You must do this within 10 days of receiving the written response from the Executive Committee.

The Chair or President (or their nominee) will respond normally within 10 working days.

**The decision will be final. This does not preclude you from pursuing other avenues, but unless other information comes to light, the Club will consider the matter closed**