



Complaints Procedure

Purpose

This procedure applies when a club member or other person makes a written complaint about the club itself or about another member.

Procedure

In the event of a written complaint being received, the Committee shall promptly take the following steps:

1. The person who has received the complaint shall inform the Committee about the complaint and its contents.
2. Advise the complainant in writing that their complaint has been received and outline the process that will be followed. This may include asking for further clarification within a reasonable period.
3. Advise the respondent in writing of the complaint against them and outline the process that will be followed. Offer the respondent the opportunity to respond and provide supporting documentation, within a reasonable period.
4. On receipt of such responses, or after such time limit has expired, the Committee shall consider the complaint and decide on any action.
5. Advise the complainant and respondent of the Committee's decision.