

## **COMPLAINTS POLICY**

### **Introduction**

This document sets out the complaints procedure to be followed by all Hollowell Sailing Club (HSC) members. This procedure should be followed when addressing complaints which may arise:

- Against HSC itself or the General Committee (GC)
- Against a particular member or members
- Against an instructor engaged by HSC

It should be noted that reports and subsequent investigation of suspected child or adult abuse or wider safeguarding concern is managed by the club and RYA safeguarding policy and the responsibility of Statutory Authorities and therefore will not be dealt with under this procedure.

This document will be reviewed annually by the General Committee and signed off by the Commodore.

Suggestions for improvement or changes to these procedures should be sent to HSC Secretary

### **Code of Conduct**

The Club has established a code of conduct which applies to all members and instructors. A copy of this is provided in Appendix A

### **Complaints**

All complaints should be addressed to the HSC Secretary and can be sent by letter or email. Once a complaint has been received, the complaint will be reviewed by HSC Secretary and a second member of the General Committee (The Complaint Reviewers).

#### *Complaints against club members or instructors*

If the complaint is deemed to require further action, the complaint will be forwarded to the relevant officer responsible for each activity (training, sailing etc). Where necessary and appropriate relevant details of the complaint will be shared with members who are the subject of the complaint. The Complaint Reviewers will normally expect to meet in person with the complainant and those who are the subject of the complaint. It is at the discretion of the Complaint Reviewers to seek relevant information from other members to reach a conclusion.

#### *Complaints against the GC or the Club.*

These complaints will be considered in the light of the Club rules, Operating Procedures and other club documentation. If the Complaint Reviewers believe the complaint has merit, they will report including actions to be taken at the next GC meeting or a specially convened meeting.

Records of all complaints, minutes of the Complaint Reviewers meetings and the outcomes will be maintained by the HSC Secretary.

The Secretary will notify both parties of the outcome of its deliberations in writing. Where it is established that an incident of misconduct has taken place, the member(s) or instructor(s) will be notified of the outcome and seek to arrange a resolution to the matter acceptable to all parties. In the event of any sanction being imposed the individual will be informed of this setting out the reasons for the sanction. If the member is under 18 years of age, correspondence will be addressed to the parents/guardians.

#### Timeline

Complaints should be made by complainants within 2 weeks of the incident and such complaints will then be dealt with in a timely manner. In general, the complaint review would expect to reach a conclusion and issue a notification to the parties within a few days of its meeting to discuss the matter (assuming they have all the information they require to hand).

#### Appeals

Any party who is involved in the complaint and is unhappy with the outcome determined by the Complaint Review has the right to appeal the decision. The appeals should be made to the HSC Commodore in writing within 4 weeks of the Complaint Review decision.

Should the complaint involve any persons involved in the review or appeals process, then the Vice Commodore or Sailing Principal will act as a substitute.

## **Appendix A**

### **Code Of Conduct (For club and affiliates)**

Hollowell Sailing Club expects that members, guests and anyone engaged with the club show respect and understanding to each other, treat everyone equally and conduct themselves in a way that reflects the club ethos.

Abusive, aggressive or discriminatory language or behaviour, or a lack of respect for each other or property will not be tolerated.

Club members are expected.

- To always display a positive attitude to the Health and Safety of themselves and other members of the club
- Abide by the clubs Rules Byelaws, Policies and Procedures
- Treat members and visitors with respect and understanding regardless of age, disability, gender identity, race, religion or belief, sex or sexual orientation.
- Avoid using language others may find offensive when on club premise or representing the club.
- To support club members in developing skills and experience.
- To encourage members to play as full a role in the club as possible or they wish.
- Recognise the contributions of volunteers, instructors and those contributing to sailing and social events.
- Use the relevant procedure where there is genuine concern or dispute.

Club members can expect to

- Feel welcome and valued.
- Be respected and treated fairly.
- Be listened and kept informed.
- Be involved.