

COMPLAINTS PROCEDURE – SYSTON SAILING CLUB

PURPOSE

This Complaints Procedure outlines the process for dealing with serious complaints and complaints concerning another person/s, together with the rights and responsibilities of all involved.

COMPLAINTS PROCEDURE STATEMENT

Syston Sailing Club has a commitment to create an environment which is free from discrimination and harassment, where all members, staff and visitors are treated with dignity, courtesy and respect. Syston Sailing club has an obligation to treat all complaints seriously. All complaints will be handled confidentially and impartially and investigated in a timely manner.

COMPLAINTS PROCEDURE

MAKING A COMPLAINT

Please email the Commodore on Jez.lewis@outlook.com with the following information:

- Full Name.
- Telephone or Mobile No.
- Nature of complaint with any comments
- If the complaint is of a serious nature then the complaint should be in writing.

MANAGING A COMPLAINT

The process of managing a complaint is as follows:

A complaint can be made verbally or in writing, can be made to the Commodore or a committee member of Syston Sailing Club.

To proceed with the investigation, the complaint is to be in writing. The complaint will be handled fairly, based on the principles of natural justice. (Natural Justice means the right to be given a fair hearing, the opportunity to present your case, the right to have a decision made by an impartial decision maker).

There will be no victimisation as a result of making a complaint or supplying information to an investigation or other person with a role in this procedure.

The complaint will be handled confidentially. The complaint will be handled by someone independent of the complaint, and may be referred to an external party.

All parties to the complaint have the option of nominating a support person to be present.

The complaint will be dealt with as a matter of priority following these steps:

The person managing the complaint will discuss the issue with the complainant in a timely fashion.

A person, who is the subject of a complaint will be informed of the allegations, concerning them.

Statements from witnesses and any relevant evidence will be collected.

A report, documenting the investigation process, the evidence, findings and recommendations, will be prepared and submitted to the appropriate decision maker.

The Commodore, together with the Sailing Committee (if appropriate) will decide what action will be taken, depending on the outcome of the investigation and any other relevant factors.

Parties to the complaint will be advised about any action to be taken in relation to them.

COMPLAINTS PROCEDURE – SYSTON SAILING CLUB

The Commodore will implement the decision maker`s determination.

The Commodore or Sailing Committee (if appropriate) will monitor the outcome of complaints and take appropriate action to prevent further complaints arising, of a similar nature.

A complaint to an external agency will not prevent this Complaint Procedure from continuing where the Commodore and Sailing Committee decides that this is appropriate.