



COMPLAINTS PROCEDURE

If a member has a complaint about any aspect of the Club – Staff, Coaching, Facilities or another member(s) – then the member should in the first instance speak to one of the Club Representatives (Office staff, Club coaching team or General Committee) to make them aware of the nature of the complaint. The Club Representative should then inform the General Committee. The Office staff (or any one of the Club Representatives as requested by the Office staff) should attempt to resolve the complaint in a timely fashion to the member's satisfaction.

If a complaint about the conduct of a Club member cannot be resolved at this first level, then:

- The member should write to or email the Club office to detail the nature of the complaint.
- Upon receipt of such complaint about the behaviour or actions of any club member, the Club Office should, by the end of the next business day, make the Committee aware of the written complaint.
- Within a target time of 24 hours of being made aware of the complaint, the Committee should nominate a lead Investigator, who will then get witness statements from relevant parties, including the complainant. Ideally these witness statements will be given face to face, and any member who is interviewed in such an instance, can be accompanied. Any Junior member must be accompanied by an adult.
- After the witness statements have been gathered, the lead Investigator will report their findings to the General Committee, which may decide to set up an ad hoc Disciplinary Committee of three General Committee members. They will interview the Member concerned in line with Section 9 of the Club Constitution and make their recommendation to the General Committee, who will decide one of the following:
 - (1) no further action is required or
 - (2) a note regarding the complaint should be kept on file for 3 years, during which time it may be taken into consideration if further complaints are received or
 - (3) a member, or members, should be suspended for up to 3 months or
 - (4) the member, or members, should be expelled from the Club.
- The Club will endeavour to resolve all complaints within 7 days of the complaint being raised.