

STARCROSS YACHT CLUB- COMPLAINTS PROCEDURE

1. PURPOSE

a) This Complaints Procedure outlines the process for dealing with serious complaints and b) complaints concerning any club activities, RYA Training, social and other events and the conduct of behaviour of any club member.

2. COMPLAINTS PROCEDURE STATEMENT

Starcross Yacht 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. Starcross Yacht Club has an obligation to treat all complaints seriously. All complaints will be handled confidentially and impartially and investigated in a timely manner.

3. COMPLAINTS PROCEDURE

a) MAKING A COMPLAINT

i) Please e- mail the General Secretary (see the SYC Website Essentials-Contacts for contact form) with the following information: (1) First name (2) Surname (3) Telephone (4) Nature of comment or complaint.

ii) Alternatively, you can speak to the Commodore, Vice Commodore or any other SYC General Committee member about your complaint.

iii) Training complaints would normally be addressed in the first instance to the Training Officer (again see the SYC website for contacts). If considered necessary and the complaint is linked to concerns over any club organised RYA training course, delivery or administration such complaints can be dealt with by contacting the RYA direct by email training@rya.org.uk.

4. MANAGING A COMPLAINT

a) The process for managing complaints is as follows:

i) A complaint, verbal or in writing, can be made to the club Secretary who, in consultation with the Commodore, will assign the complaint to three General Committee members not associated with the complaint the task of conducting a review and making recommendations on the way forward.

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

iii) With the exception of complaints concerning a junior member complaints will need to be lodged by the club member who feels aggrieved.

iv) 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.

v) The complaint will be handled confidentially. The complaint will be handled by three General Committee members who are independent to and not immediately involved and may be referred to an external party.

vi) All parties to a complaint have the option of nominating a support person to be present at any time they are asked to expand on the complaint in person.

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

(1) The team managing the complaint will discuss the issue with the complainant in a timely fashion.

(2) The person being complained about will be informed of the allegations against them.

(3) The person being complained about will be given an opportunity to respond to the allegations.

(4) Statements from witnesses and any other relevant evidence will be collected.

viii) A report documenting the investigation process, the evidence, findings and recommendations will be prepared and submitted to the appropriate decision maker. This report will remain confidential and not distributed beyond the sub-committee members.

b) The Commodore together with the General Committee members assigned with investigating the complaint (if appropriate) will decide what action will be taken depending on the outcome of the investigation and any other relevant factors. i) Parties to the complaint will be advised about any action to be taken in relation to them.

c) The Commodore and Club Secretary (if appropriate) will monitor the outcomes of complaints and take appropriate action to prevent further complaints arising.

d) A complaint to or from an external agency will not prevent this Complaint Procedure from continuing where the Commodore and Secretary decides that this is appropriate.

5. COMPLAINTS REGISTER

The Secretary will hold and keep up to date a Complaints Register for review by the Committee as felt appropriate.

6. APPEALS

The club does not feel it necessary to have an appeals procedure– the findings of any review will be rigorously researched, fair and reasonable. Therefore no Appeals will be entertained.