

## Complaints Handling Procedure

River Aln Boat Club (RABC) is committed to ensuring that all its members and those in its community are treated with fairness and respect. If a person feels this is not the case then this policy describes how to raise a complaint seeking resolution of the matter.

### **Club Member Complaints**

If a member of RABC wishes to raise a complaint it should be sent by email to the Club Secretary who will direct the matter to a relevant club officer, or deal with the complaint directly. If the complaint is regarding the Club Secretary then it should be directed to the Treasurer in the first instance.

As RABC does not have a mailing address, if the complaint is by letter then the letter can be handed to any officer of RABC.

### **Appeal**

In the event that the member is dissatisfied with how their complaint is handled then an appeal may be made (see below).

### **Community Complaints**

If the complaint is being raised by a member of the local community (and who is not a member of RABC) then the complaint (by letter or by email) should be directed to any officer of RABC.

### **Details to be supplied:**

The complainant should provide:

- Full details of the nature of the complaint including dates, times and witnesses.
- Any documentary evidence related to the complaint.
- The complainant's full name, address and other contact details as appropriate.

### **Submitting a Complaint**

All complaints should be sent to the appropriate email address given below.

Secretary's email address:	<a href="mailto:secretary.rabc@gmail.com">secretary.rabc@gmail.com</a>
Commodore's email address:	<a href="mailto:commodore.rabc@gmail.com">commodore.rabc@gmail.com</a>
Treasurer's email address	<a href="mailto:treasurer.rabc@gmail.com">treasurer.rabc@gmail.com</a>

### **Timetable**

1. Once a complaint has been received by an officer of RABC it will be acknowledged within 7 days of receipt.
2. The complaint will be investigated and within four weeks of receiving the complaint, the complainant will be invited to a meeting, to be held at a mutually convenient time, to discuss the complaint and hopefully the matter will be resolved.
3. Within one week of the meeting, a letter will be sent to the complainant confirming details of the meeting, the findings of the meeting and any remedial action that was agreed.

If the complainant does not attend the mutually agreed meeting outlined in point 2 above then no further meeting will be arranged unless both parties agree.

Whether a meeting is held or not, within six weeks of the complaint the complainant will be sent a detailed written response to the matter.

***Appeal procedure***

If the above steps do not satisfy the complainant, he/she should submit an email of appeal to the Commodore, using the contact details listed above, explaining fully why he/she does not agree with the findings.

Once an appeal has been received by the Commodore it will be acknowledged within 7 days of receipt.

An Appeals Committee consisting of at least two members of the Committee will be formed to hear the appeal. (The Commodore will typically be one of these members). The Appeals Committee will investigate the appeal and within two weeks of receiving the appeal letter or email, the complainant will be invited to an appeal meeting, to be held at a mutually convenient time, to discuss the appeal and hopefully the matter will be resolved.

The Appeals Committee will write to the complainant within two weeks of the date of appeal and will present the Club's final position on the matter.

***Attendance at meetings***

One additional person may accompany the complainant (at the complainant's request) to any of the meetings referred to above.

***Timetable***

If at any time the timetable cannot be met, the complainant will be informed and the reasons for the delay will be given.

Date approved by Club Committee: October 2024

Date reviewed: