

Avon Sailing Club complaints procedure

This procedure is intended to provide a mechanism for members to air any issues related to their membership so that any problems can be resolved quickly.

In the first instance, you are encouraged to attempt to resolve any problems or concerns informally by discussing the matter with a Flag Officer. If this does not resolve the matter satisfactorily or you prefer not to discuss the matter informally, you should make a formal complaint without delay by writing to the Honorary Secretary using the procedure below.

Written Complaints

1. If you wish to raise a formal complaint this should be sent to the Committee via the Honorary Secretary.
2. You should state your complaint and the basis for it in writing in as much detail as possible, including the outcome you seek.
3. An acknowledgement giving an estimated timescale for issuing a response will be sent to you within seven calendar days.
4. The Committee will investigate the complaint. If the complaint is directed at certain committee members, they will be excluded from any investigation.
5. Depending on the details of the complaint you may be contacted to discuss the points in more detail. Any meeting will take place once we have had a reasonable opportunity to consider the details of the complaint and you will have the right to be accompanied.
6. Once the investigation is complete you will be provided with a response.
7. During any investigation, care will be taken to ensure appropriate confidentiality.
8. Should a meeting with the complainant be undertaken at any point, this will be undertaken by at least two panel members and a full written record maintained.

Appeals

1. If you wish to appeal the outcome of your complaint, this must be received by the Honorary Secretary within seven calendar days of the date of the decision letter.
2. Your letter of appeal should set out clearly the grounds upon which the appeal is being made.
3. The Committee will appoint an Appeals Panel to include those who have had no prior involvement with the complaint.
4. It may be necessary to hold a meeting with you and make further enquiries if considered necessary.
5. Once the appeal investigation is complete, the Appeals panel will provide you its final decision.
6. There is no further right of appeal after this.