

Complaints Procedure – 2025

1. Any club member may at any time make a complaint to the Club Chair-Person, or if the complaint is regarding the Chair-Person, then the complaint should be sent to the Secretary (or next in charge).

If the Chair-Person or Secretary is unable to resolve the complaint taking the appropriate action, then he/she will set up a complaints committee to make primary investigations. This committee should be made up of 2 club committee members and 1 senior member of the Club who are not directly involved in the complaint.

2. The complaint must be in writing and include
 - The person or persons against whom the complaint is made; and
 - The grounds of the complaint and supporting evidence.
3. If the complaints committee is of the opinion that the written complaint does not sufficiently specify the matters referred to, they shall request the complainant give further details in writing. If such information is not provided within 14 days, the complaints committee will recommend to the Club committee that the complaint should be dismissed.
4. If the complaints committee decide that the complaints raise any matter involving a breach of the club rules they will refer the complaint back to the full club committee to take the appropriate action.
5. The complaints committee will attempt to resolve the matter in a fair manner to the satisfaction of the complainant.
6. No club member having a particular interest in the subject matter of the complaint shall be eligible to serve on the complaints committee.
7. Following the appointment of a complaints committee, the Club Chair-Person or Secretary shall inform, in writing, any person(s) involved in the complaint, and provide relevant details of that complaint.
8. The complaints committee shall hear the complainant and the persons against whom the complaint is made. They shall also be authorised to hear from other witnesses and obtain information as deemed appropriate.
9. At the conclusion of the hearing, the complaints committee will submit a full written report of the complaint and the findings to the Club Chair-Person or Secretary. The report must be submitted within 3 working days of the meeting.
10. Following the conclusion of the meeting the complaints committee shall notify each party in writing of its decision and of any disciplinary action it may have decided to take.
11. Within the following 21 days, any party to the complaint may appeal to the Chair-Person or Secretary. Any such appeal must be made in writing.
12. In the case of an appeal, the Club Chair-Person or Secretary will appoint an appeal committee consisting of 3 persons made up of eligible club committee members who were not part of the complaints committee and persons outside of the club administration.
13. The appeal committee should elect a chairperson at the first meeting.
14. The decisions made by the appeals committee shall be absolute. All involved in the complaint shall be informed.