



## **Club Complaints Procedure**

In the event that any member feels that he or she has suffered discrimination in any way, or that the Club Policies, Rules or Code of Conduct have been broken, they should follow the procedures below.

1. They should report the matter in writing to the Club Secretary or another member of the Committee, if the complaint is pertinent to Child Protection then the complaint should be addressed to the Club's Child Protection Officer. This will then be dealt with by the Club Complaints Committee.

Your complaint should include:

- Details of what, when, and where the occurrence took place.
  - Name of any witnesses, along with their statements.
  - Names of any others who have been treated in a similar way.
  - Details of any former complaints made about the incident, date, when and to whom made.
  - A preference for a solution to the incident.
2. The Club's Complaints Committee will then arrange a meeting to be held at the earliest convenience so that all parties can discuss the complaint.
    - The Club's Complaints Committee will comprise at least five Committee members of which two must be either The Club Chair Person, the Secretary or the Treasurer and in all cases of Child Protection issues, the Club's Child Protection Officer.
    - The committee will then decide upon the relevant action and inform the person or persons who have lodged the complaint in writing.