

## ORFORD SAILING CLUB COMPLAINTS POLICY

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

### **Club Member Complaints**

If a member of the OSC wishes to raise a complaint it should be delivered to the Vice Commodore who will direct the matter to a relevant club officer, or deal with the complaint directly. In the event that the member is dissatisfied with how their complaint is handled at this stage then an appeal may be made (see below).

If the complaint is regarding the Vice Commodore then it should be directed to the Commodore in the first instance.

### **Community Complaints**

If the complaint is being raised by a member of the Orford community (and who is not a member of the OSC) then the complaint should be raised with the Commodore.

### **Details to be Supplied:**

The complaint should include:

- full details of the nature of the complaint
- dates and times relevant to the complaint
- any documentary evidence related to the complaint.

Also:

- the complainant's full name and address
- the date of the complaint
- a signature (if the complaint is via postal mail).

### **Submitting a Complaint**

All complaints should preferably be sent via email to the *Email Address* given below. If, however, postal mail is preferred then it should be sent to the *Postal Address* given below.

All correspondence should be sent to Orford Sailing Club as follows:

*Email Address:* [vicecommodore@orfordsail.org](mailto:vicecommodore@orfordsail.org)

*Postal Address:* Please mark as '**Private and Confidential**' Vice Commodore, C/O Hon Secretary, Orford Sailing Club, 15 Wye Close, Bletchley, Milton Keynes, MK3 7PJ

### **Timetable**

1. The complaint will be acknowledged within one week of its receipt.
2. The complaint will be investigated.
3. Within four weeks of receiving the complaint, the complainant will be invited to a meeting to discuss and hopefully resolve the matter.
4. Within one week of the meeting, a letter will be sent to the complainant confirming details of the meeting and any remedial action that was agreed.
5. If attending is not possible, then within six weeks of the complaint the complainant will be sent a detailed written response to the matter.
6. If the above steps do not satisfy the complainant, he/she should submit a letter of appeal, using the approach detailed above.
7. An Appeals Committee consisting of two members of the Committee will be formed to hear the appeal. (The Commodore will typically be one of these members)
8. The Appeals Committee will then write to the complainant within two weeks of the date of appeal and will present the club's final position on the matter.

If the timetable cannot be met the complainant will be informed and the reasons for the delay will be given.