

Complaints Procedure

This Complaints Procedure outlines the process for dealing with serious complaints concerning club activities, RYA Training, social and other events and the conduct of any club member.

COMPLAINTS PROCEDURE

1. In first instance, complaints should be sent to the Club Manager at office@wyc.org.uk If the club manager is the subject of the complaint, it should be sent to one of the club Flag Officers. The Club Manager or one of the Flag Officers will make contact within seven days of the complaint being received and the matter will be discussed informally.
2. If informal resolution is not possible the matter will become a formal complaint.
3. A formal complaint should be emailed to the Club Manager office@wyc.org.uk or, if the Club Manager is the subject of the complaint, to one of the club Flag Officers. The complaint must include all information that the complainant wishes to rely on in support their complaint. If the complainant wishes others to support their complaint, their written statements must be included when the formal complaint is submitted.
4. Once the club has received the complaint, the General Committee will appoint a sub-committee of three of its members to adjudicate on the matter with the Club Manager in attendance.
5. If another member is the subject of the complaint they will be provided with all the information supplied in support of the complaint and invited to submit a response.
6. Once the subcommittee has received all information from the complainant and the subject of the complaint, they may carry out further inquiries. However, this is at their discretion. All relevant information should be submitted in writing to maintain a record of the process.
7. If the Subcommittee, Club Manager, Flag Officers or members of the General Committee believe any immediate action needs to be taken ahead of a decision, such as a member's suspension, they will ask the General Committee to decide on this.
8. The subcommittee will decide on the outcome of the complaint and on any action to be taken in consequence. The Club Manager will inform the complainant and the subject of the complaint of the outcome of the complaint, the reasons for the decision and any action to be taken.
9. If the complainant or subject of the complaint wish to appeal against the decision, they must inform the Club Manager or a Flag Officer within seven days. The General Committee will review the decision taken by the subcommittee with reference to their reasons given and the evidence supplied.
10. The decision will then be final, except in cases where the matter is regarding the Training School. If a member wishes to complain about the Training School, they may contact the RYA at any time during the process. The RYA does not hear appeals regarding other club matters.
11. The complaint and evidence will be kept on file at the club for ten years.
12. Members may only complain on their own behalf or on the behalf of a member under 18 years of age for whom they have responsibility.
13. The Club Manager or members of the General Committee can make a complaint against a member who they believe has acted improperly but has not been subject of a specific complaint from an individual member. The complaint will then follow the same procedure as a member's complaint.

14. The information supplied will be treated in confidence by the Club Manager, Flag Officers and members of the General Committee.
15. The Club Manager will keep the complainant and the subject of the complaint updated with how the complaint process is progressing. Once a subcommittee has been appointed and all information has been received, the club will come to a decision within one week. Any appeal will be concluded within one week.