



Complaints Procedure

1. Purpose

Arnside Sailing Club is committed to providing a safe, inclusive, and enjoyable environment for all members and visitors. This procedure outlines the process for addressing complaints to ensure they are handled fairly, promptly, and transparently.

2. Scope

This procedure applies to all members, volunteers, participants, and visitors of Arnside Sailing Club, and to all complaints related to the activities, services, and governance of Arnside Sailing Club.

3. Informal Resolution

Before initiating a formal complaint, individuals are encouraged to resolve concerns informally by discussing them directly with the involved parties or a club officer. Many issues can be resolved quickly and effectively through open communication.

4. Formal Complaint Submission

If informal resolution is unsuccessful, inappropriate, or does not feel safe, a formal complaint may be submitted. Complaints should be in writing and include:

- The complainant's name and contact details.
- A detailed description of the issue, including dates, times, and involved parties.
- Any relevant supporting evidence or documentation.

Complaints can be submitted via email to **secretary@arnsidesailingclub.co.uk** or by post to:
Arnside Sailing Club
The Old Customs House
The Promenade
Arnside, LA5 0HD

5. Acknowledgment

Upon receipt, the complaint will be acknowledged in writing within seven days, providing an overview of the next steps and an expected timeline for resolution.

6. Investigation

The Club Secretary will appoint a three-person sub-committee (no committee member who has a direct interest in complaint or is related to any person involved in the matter will be included) to examine the complaint. The examination process may involve:

- Reviewing submitted evidence.
- Interviewing relevant parties.
- Consulting club policies and procedures.
- Maintaining confidentiality throughout the process.

The investigation aims to be thorough and objective, concluding within 28 days of acknowledgment.

7. Outcome

After the investigation, the complainant will receive a written response detailing:

- Findings of the investigation.
- Any actions to be taken as a result.
- Options for appeal if dissatisfied with the outcome.

8. Appeal Process

If the complaint is unsatisfied with the decision, they may appeal in writing within 14 days of receiving the outcome to the Club Secretary on the following grounds:

- Decision based on error of fact
- Procedural irregularity by original panel e.g. not talking to everyone concerned
- New evidence

The decision will be reviewed by an Appeals Panel, which will be made up of three committee members (or persons of appropriate experience) who were not involved in the original decision.

The Appeals Panel may

- Uphold the decision and sanction
- Overturn the decision
- Increase or decrease the sanction
- Make further orders as it feels appropriate

The decision of the Appeals Panel is final, with no further right appeal.

8. Confidentiality

All complaints will be handled confidentially, sharing information only with individuals directly involved in the investigation and resolution.

9. Record Keeping

The club will maintain records of all complaints, investigations, and outcomes for a minimum of six years, ensuring compliance with data protection regulations.

10. Review

This procedure will be reviewed annually to ensure its effectiveness and alignment with best practices.

Conclusion

By implementing this procedure, Arnside Sailing Club aims to foster a positive environment where concerns are addressed constructively and promptly.

Date March 2025