



## **CMYC Complaints Procedure**

Crawley Mariners Yacht Club (CMYC) aim to deal with complaints as sympathetically and expeditiously as possible and to resolve them, either to the complainant's satisfaction, or with an appropriate outcome which balances the rights and duties of all parties involved.

In all cases the following procedural steps apply with the intention of resolving the matter within one month from the date of receipt of the issue or complaint.

### **1 SAFEGUARDING AND WELFARE**

Anyone who is concerned about a member's welfare, either outside the sport or within the Club, should inform the Club Welfare Officer immediately, in strict confidence, and the Club Welfare Officer will follow the appropriate procedures.

### **2 COMPLAINTS OTHER THAN SAFEGUARDING AND WELFARE**

If possible, the complaint should be first discussed with the event organiser or person responsible, contact details are given within the club handbook. If the complaint is not handled to the complainant's satisfaction or if for any reason, they wish to make a formal complaint then follow the steps below:

#### **2.1 Record the Issue**

We ask all individuals who make a complaint to be clear, that they are making a formal complaint rather than an observation or suggestion.

The Complainant shall record the situation that has caused the issue or complaint, together with any supporting information e.g., date, time, event, details of any other members present, etc. These details, along with the complainant's name and contact phone number should be emailed to the Commodore and copied to the Honorary Secretary. Refer to the Club Handbook for contact details.

Any issue or complaint should be made within a week of the issue being experienced.

#### **2.2 Review the Issue**

The Commodore should acknowledge receipt of the complaint and review the issue determining who else from any CMYC committee or membership need to be involved in evaluating the need for action to address the issue. Inform them via email unless the issue is significant when contact should be made by telephone without delay.

#### **2.3 Evaluating what action is required**

Those involved in addressing the issue shall determine:

- what immediate action is required and by whom,
- the root cause to ensure that potential risks are avoided in future and that lessons are learnt from this issue, and
- the proposed solution.

Advise the complainant of the proposed solution, recognising that they, in turn, may have specific requests to address their issue. Agree the course of action. If unresolved pass all information to the CMYC Management Committee who will determine the course of action or redress.

#### **2.4 Implement action**

Actions need to be appropriate to the effect of the issue or problem. Assign actions accordingly to member(s) of any CMYC committee as appropriate to their role.

Should the complaint result in consideration being given to expulsion of a member, the procedure for this is given in the Articles of Association.



## **2.5 Record the results**

Update the Honorary Secretary of the issue, the root cause and the action(s) taken. The Honorary Secretary will ensure records are anonymised protecting those involved to form a register of issues to inform the Management Committee.

## **2.6 Review effectiveness**

The Commodore verifies the action(s) taken have been effective and updates the Honorary Secretary when the case can be closed.

The Management Committee shall review the full list of issues each quarter to determine if there are any trends that also need to be addressed.