

Clubs Complaints Procedure Specimen

- 1) Any club member may at any time make a complaint to the club chairperson, or if the complaint is regarding the chairperson it should be sent to the vice-chairperson (or next in charge)
 - a) If the club chairperson or vice-chairperson are unable to resolve the complaint taking appropriate action, then he/she will setup a complaints committee to make primary investigations. This committee should be made up of 2 club committee members and senior member of the club who are not directly involved in the complaint.
- 2) The complaint must be in writing.
 - a) The person or persons against who the complaint it made.
 - b) The grounds of the complaint with supporting evidence
- 3) If the complaints committee is of the opinion that the written complaint does not sufficiently specify the matters referred to, they shall request the complainant to give further details in writing. If such information is not provided within 14 days the complaints committee will recommend to the club committee that the complaint should be dismissed.
- 4) If the complaints committee decide that the complaints raise any matter involving a breach of the club rules, they will refer the complaint back to the full club committee to take the appropriate action.
- 5) The complaints committee will attempt to resolve the matter to the satisfaction of the complainant.
- 6) No club member having a particular interest in the subject matter of the complaint shall be eligible to serve on the complaints committee.
- 7) Following the appointment of a complaints committee the club chairperson or vice-chairperson shall in writing inform any person involved in the complaint, details of the complaint.
- 8) The complaints committee shall hear the complainant and the persons against who, the complaint is made and any other persons the committee wish to hear from as a witness.
- 9) At the conclusion of the hearing the complaints committee will submit a full written report of the complaint and the findings to the club chairperson or vice-chairperson. The report must be submitted within 3 days of the meeting.
- 10) Following the conclusion of the meeting the complaints committee shall notify each party in writing of its decision and of any disciplinary action it may have decided to take.
- 11) Within the next 21 days any party to the complaint may appeal to the club chairperson or vice-chairperson. Any such appeal must be made in writing.
- 12) In the case of an appeal the club chairperson or vice-chairperson will appoint an appeal committee consisting of 3 persons made up of eligible club committee members who were not part of the complaints committee and persons outside of the club administration.



- 13) The appeal committee should elect a chairperson at the first meeting.
- 14) The decisions made by the appeals committee shall be absolute. All involved in the complaint shall be informed.

