

# CLUB COMPLAINTS PROCEDURE



In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Codes of Conduct have been broken the procedure is:

1. They should report the matter to the Club Secretary or another key post-holder on the Committee (Chair, Treasurer or Welfare Officer).
2. The report should include:
  - a. Details of what, when and where the occurrence took place
  - b. Any witness statement and names
  - c. Names of any others who have been treated in a similar way
  - d. Details of any complaints made about the incident, date, when and to whom made
  - e. A preference for a solution to the incident
3. The key post holders (Chair, Secretary, Treasurer, Welfare Officer) will discuss the matter and:
  - a. If possible – bring the parties together for an amicable resolution of the issue
  - b. Alternatively present a course of action to be voted by the whole committee
4. Any person found to have broken the Club's Policies or Codes of Conduct may be:
  - a. warned as to future conduct
  - b. suspended from membership
  - c. removed from membership
5. Any actions taken will be first need to be approved by the club committee.
6. In line with the Club Charter, individuals can appeal against any action to the full club membership by requesting a Special General Meeting