

SWCC Complaint Procedure (v11.1 Feb 2019)

1. Introduction and Scope

This procedure is designed to give clarity and transparency to the process of making a complaint relating to an infringement of the SWCC Constitution, Policy or Rules. By listening to these views it is hoped that the ethos and culture of The Club will be maintained and improved.

2. Making a complaint

SWCC strives to handle all complaints as quickly, effectively and efficiently and in a fair and honest way as possible. All complaints are taken seriously and all complaints are treated in confidence.

3. Who can complain

Members, visitors, guests or a member of the public may make a complaint.

4. How you can make a complaint

You can make a complaint:

- In person to The Chairman or any member of the Committee
- by telephone to The Chairman or any member of the Committee
- by letter / email to The Committee care of the Secretary

5. Responsibility

The Chairman has overall responsibility for ensuring that all complaints are dealt with in accordance with this procedure. He / she will provide any help or advice to understand this complaints procedure. If a complaint concerns the Chairman then the Club Secretary will assume the Chairman's responsibility in ensuring the complaint is dealt with.

6. How we handle complaints

Complaints are dealt with in one of two ways. It is expected, and preferred, that the complaint process be followed sequentially.

Stage 1 complaints: These are normally made verbally to a Committee member who will seek to resolve your complaint with you on a 'one to one' basis as quickly as possible and to your satisfaction. You can advise whether you wish your complaint and name to be formally recorded and / or whether you wish it to remain confidential.

Stage 2 complaints: If you are not satisfied with the outcome of the Stage 1 process you should submit your complaint in writing to the Committee. Once the Committee has your written particulars they will acknowledge receipt and initiate an investigation to look more fully at the details of your complaint. The Committee will give you the name and contact details of the person investigating it, an expected programme of events and keep you informed about the progress of the investigation. The report from that investigation will be submitted to the Committee who will make a decision with respect to the outcome of your complaint.

When the Committee has made a decision regarding your complaint the Chairman, or designated Officer, will arrange to meet you to discuss the outcome. He will also write to you with:

- details of the findings;
- any action we have taken; and
- the proposals to conclude your complaint.

7. Time limits

You should complain as soon as is reasonably practical after the event or issue has occurred. The longer the time period since an event the more difficult it is to investigate a complaint fairly or effectively.

8. Further steps

At any stage during the process, if you are not happy with the way The Club is dealing with your complaint you can contact the Club President. The Club President will do his / her best to communicate your dissatisfaction with the process to the Committee.

9. Final and Binding

There is no appeal process for complaints made to The Club. The Committee's ruling upon your complaint is final and binding on all parties concerned.