



Complaints procedure

The following has been adopted by the Committee of Management

1. Complaints Committee

The Committee of Management has appointed a Complaints Committee to deal with all formal written complaints. The complaints Committee will consist of three members these being the Welfare Officer (CWO), the Chairman and either one of the Joint Honorary Secretaries. If the Chairman has been appealed to directly on behalf of a junior member, he may appoint a Captain as a substitute.

If one of the members referred to above is directly involved in the complaint or not available within a reasonable period of time (see Notes), the other members of the Complaints Committee will appoint a substitute.

2. Procedure

If any member feels the need to make a complaint, it should be made in the first instance to the Captain of Men's Rowing, the Captain of Women's Rowing or the Club Captain who will notify the Chair/CWO that a complaint has been made. Complaints on behalf of a Junior Member may be raised by a relative or other person and may appeal direct to the Chairman or CWO.

If the matter is not resolved at this stage by the officer, then the officer will notify the Chairman or CWO who will arrange for the Complaints Committee to meet with the complainant, the Junior or representative of a Junior member as soon as possible (the junior may meet the Complaints Committee but can elect to be accompanied or represented by an adult of their choosing). The Complaints Committee will have discretion to call or hear witnesses and to decide whether or not these will be heard individually.

In the final analysis, unresolved complaints will be heard by the Committee of Management whose decision will be final as in Rule C1 (I).

3. Notes

- (i) Matters regarding rowing and the use of equipment are at the discretion of the Club Captain and not an issue for consideration by the Complaints Committee.*
- (ii) Complaints should be made in writing within 7 days of the matter concerned and the Complaints Committee should be convened within a further 14 days.*
- (iii) Depending on the seriousness of the incident the sanctions available to the Complaints Committee will be either a verbal or written warning. Suspension or expulsion of any member shall only be carried out under Rule B4. That is by a Special Committee Meeting called for that purpose.*