



SUTTON DINGHY CLUB – PERSONAL COMPLAINTS PROCEDURE

On receipt of a formal complaint, the complaint is sent to the Hon. Secretary for action and the following procedure takes place:

1. Hon. Secretary circulates copy of complaint to General Committee requesting them to vote on whether any further action should be taken or not.
2. If General Committee decide that further action is required, a Complaints Sub-Committee is created and convened, and the complaint forwarded on to the person complained of with a copy of this procedure and letter outlining procedure.
3. Both the complainant and person complained of will be notified of the members of the Complaints Sub-Committee and will have the right to object to any member, in which case a replacement will be found.
4. In the first instance, the complainant is interviewed to get greater detail, and this interview is minuted / recorded.
5. Any witnesses are also interviewed and these interviews are also minuted.
6. A copy of these minutes is forwarded to the person complained of.
7. An interview is then arranged and the person complained of is also invited to bring witnesses.
8. The complainant may also be invited to attend and his/her requirement to attend is at the discretion of the person complained of.
9. The Complaints Sub-Committee will question those attending.
10. Following this hearing, the Complaints Sub-Committee may convene a further meeting if further information is required or any clarifications needed.
11. Following any hearing/s, the Complaints Sub-Committee will then decide on a proposed course of action and make their recommendation to the General Committee.
12. The General Committee will then decide on what, if any, action should be taken.
13. The person complained of will have a right of appeal to the Commodore who may enlist external parties to further decide on the issue.