

Complaints Procedure - DRAFT
(November 2024)

If you are thinking about making a complaint please contact any main committee member to see if the situation can be resolved informally. In many cases this can lead to the quickest and best resolution. However, if your complaint cannot be resolved informally then you can raise a formal complaint. All information relating to any complaint shall be dealt with confidentially.

How to make a formal complaint

All complaints shall be made by email or letter (or an alternative formal means of communication) and sent to the Commodore of Broadwater Sailing Club. If the complaint is about the Commodore of Broadwater SC, the complaint should be sent to another of the Broadwater SC Main Committee Flag Officers, being either the Vice-Commodore, Secretary, Treasurer, Bosun or Membership Secretary. Your complaint should:

Include full details of the nature of your complaint including the date of the incident and of any informal or verbal notification made.

Include your full name and address and email address.

Be signed and dated.

How will we deal with your complaint?

An email acknowledging receipt of your complaint shall be sent within 2 weeks (14 days) of receiving it, attaching a copy of this policy and procedure.

The Commodore of Broadwater SC or the Flag Officer, if the complaint is about the Commodore, will then investigate your complaint.

Your complaint may be discussed at a Broadwater SC Main Committee meeting if appropriate.

You may be contacted to discuss and hopefully resolve your complaint.

The Commodore or Flag Officer will write to you to confirm what the agreed outcomes of the complaint investigation were.

Broadwater Sailing Club will strive to meet the procedure and timescales outlined above, however if we are unable to do so, we will contact you to explain the reasons why.