



Wadebridge Canoe 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 Code of Conduct have been broken, should follow the procedures below.

1. In the first instance Reconciliation should be tried by getting the parties together. It may be that a genuine apology solves the problem.
2. If this fails or is not appropriate you should report the matter in writing to the Club Secretary, if your complaint is pertinent to Child Protection then address the complaint to the Club's Child Protection Officer. This will then be dealt with by the Club Complaints Committee

Your complaint should include:

- Details of what, when, and where the occurrence took place.
 - Any witnesses along with their statements.
 - Names of any others who have been treated in a similar way.
 - Details of any former complaints made about the incident, date, when and to who made.
 - A preference for a solution to the incident.
3. The Club's Complaints Committee will then arrange a meeting to be held at the earliest convenience so that all parties can discuss the complaint.
 4. The Club's Complaints Committee will comprise of at least three Committee members of whom one must be either the Club Chairman, Secretary or Treasurer and in all cases of Child Protection issues, the Club's Child Protection Officer, this board will have the power to:
 - Warn as to future conduct.
 - Suspend from membership.
 - Remove from membership any person found to have broken the Club's Policies or Codes of Conduct.
 - Determine whether any Child Protection issues should be referred to an official body.
 4. Once a decision has been reached then all parties will be informed of the Complaints Committees decision.