



### **Complaints Procedure**

If you're thinking about making a complaint please contact any 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 will be dealt with confidentially.

### **How to make a formal complaint**

All complaints should be made by letter (or an alternative formal means of communication) and sent to the Commodore of Newtownards Sailing Club. If the complaint is about the Commodore of Newtownards Sailing Club, the letter of complaint should be sent to the Trustees of Newtownards Sailing Club.

Your letter of complaint should:

- Include full details of the nature of your complaint.
- Include your full name and address.
- Include your email address
- Be signed and dated.

### **How will we deal with your complaint?**

- i. We will send you an email acknowledging receipt of your complaint within 2 weeks (14 days) of receiving it, attaching a copy of this policy and procedure.
- ii. The committee, or Trustees if the complaint relates to the Commodore, will then investigate your complaint, using the club's Disciplinary procedure if required.
- iii. We will then invite you to a meeting to discuss and hopefully resolve your complaint.
- iv. Within one week of the meeting, we will write to you to confirm what the agreed outcomes of the meeting were.

Newtownards 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.