



## Complaints and Grievances Policy

Baldock and District Canoe Club (BDCC) is affiliated to British Canoeing and will follow guidelines set by British Canoeing when dealing with complaints and disciplinary issues.

### **GENERAL COMPLAINTS AND GRIEVANCES**

If a club member has a complaint or grievance that is of an open nature, they are welcome to speak to one of the committee members. If the committee member in question is unable to resolve the issue, the matter will be raised at the next committee meeting. Any complaint or issue raised at a committee meeting will form part of the minutes, unless it has been requested that anonymity be upheld.

### **COMPLAINTS/CONCERNS ABOUT POOR PRACTICE OR INAPPROPRIATE ACTIVITY**

If a club member wishes to make a complaint/voice a concern about the activities of another club member, they can report this to either the Club Chairman or Club Welfare Officer. If the complaint is regarding a Safeguarding issue, this must be reported to the Club Welfare Officer using the concern form in the 'Child and Vulnerable Adults' protection policy. If the concern is about the club chairman or Welfare Officer, it may be reported directly to British Canoeing. The issue will either be investigated internally, or, if necessary, referred to British Canoeing or the police. Further details of how to raise a concern such as this, along with the club's policy on whistle blowing, can be found in the club whistle blowing policy.

### **GRIEVANCES CONCERNING DISCIPLINARY ACTION**

If a club member feels they have been unfairly treated following a concern/complaint raised against them, they may appeal in writing to the club committee. The committee will then discuss the matter and seek advice from British Canoeing before responding to the individual concerned. If the individual is still not satisfied with the response, they may contact British Canoeing for further advice.

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