



## Newhaven Gig Rowing Club – Complaints Procedure

### Introduction

Newhaven Gig Rowing Club (NGRC) aims to provide an enjoyable and fulfilling experience for all. In order to ensure our services remain at a high and improving standard, we have a procedure through which you can let us know if for any reason you are not satisfied with your interaction with NGRC. Examples of possible reasons to raise a complaint include, but are not limited to, breaches of our Code of Conduct or actions which are not in accordance with our Constitution.

### **If you are not happy with something or someone at NGRC, please tell us!**

If you are unhappy about any of the services within the club, please speak to the relevant committee member (see the website for details of who's who). If you are unhappy with an individual at NGRC, in the first instance, sometimes it is best to talk to him or her directly. If you feel this is difficult or inappropriate, then speak to the Chair or our Welfare Officer ([welfare@ngrc.co.uk](mailto:welfare@ngrc.co.uk)), who will respond to you as soon as possible. Where the matter is more complicated, we aim to give you at least an initial response within five working days.

### Making a written complaint

If you are not satisfied with our response, or wish to raise a matter more formally, please write to the Chair ([admin@ngrc.co.uk](mailto:admin@ngrc.co.uk)). If your complaint is about the Chair, please write to the Trustees.

You will receive a written acknowledgement within five working days. Our aim is to investigate your complaint properly and give you a reply within ten working days, setting out how the problem will be dealt with. If this is not possible, an interim response will be sent to you, informing you of the action taken to date or being considered.

If you are not satisfied after we have responded, please write to the Chair who will report the matter to the next meeting of the Trustees, which will decide on any further steps to resolve the situation.

All written complaints will be recorded in our Complaints Log.

### Welfare concerns

If your complaint relates specifically to the welfare or wellbeing of any member(s) of NGRC, please report your concerns to the Welfare Officer ([welfare@ngrc.co.uk](mailto:welfare@ngrc.co.uk)) as described in our *Club Commitment and Code of Conduct* document. For all other concerns, please follow the processes outlined above.

### When we *are* doing well

Finally, please also let us know if you are happy with NGRC'S services by contacting members of the committee.