



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 of for any reason you are not satisfied with your dealings 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 specific services within the club, for example membership or accounting, please speak to the relevant committee member. If you are unhappy with an individual in NGRC, in the first instance, sometimes it is best to contact them directly. If you feel this is difficult or inappropriate, then speak to the Chair or our Welfare Officer (welfare@ngrc.co.uk).

Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within ten to fifteen working days.

Making a written complaint

If you are still not satisfied with our response, or wish to raise the matter more formally, please write to the Chair (admin@ngrc.co.uk). If your complaint is about the Chair, please write to the Welfare Officer (welfare@ngrc.co.uk).

All written complaints will be recorded in our Complaints Log. You will receive a written acknowledgement within ten to fifteen working days. The aim is to investigate your complaint properly and give you a reply within one calendar month from the date of written acknowledgement setting out how the problem will be dealt with. If this is not possible, an interim response will be made informing you of the action taken to date or being considered.

If after we have responded you are not satisfied please email the trustees@ngrc.co.uk, who will discuss the matter at the next meeting of the Trustees, who will decide on any further steps to resolve the situation.

Welfare concerns

If your complaint relates specifically to the welfare or wellbeing of any member(s) or people(s) related to NGRC, please report your concerns to the Welfare Officer (welfare@ngrc.co.uk) as described in our *Club Commitment and Code of Conduct* document.

When we are doing well

Finally, please also let us know if you are happy with NGRC'S services and post about it.

Version 1.0

Registered Charity No. 1177297.