

## Wythall & District GSD Training Club - Procedure for Complaints

In the event that any Member feels that they have a complaint, have been unfairly treated, have been discriminated against in any way or that the Rules of the Club (See the Rules and Constitution booklet) have been broken, should follow the procedure below.

1. The matter should be reported, verbally or in writing, to the Club Chair Person, committee member or a Trainer.
2. Where possible the aggrieved Parties will be encouraged to discuss the matter between themselves in order to reach a resolution.
3. If the matter is not resolved by the above meeting, or the Parties do not wish to face/talk to each other, there will be 2 options:
  - i. The Parties will be invited to discuss the issue with each having 2 representatives from the Committee (Officers) or Trainers present.

The Officers and/or trainers involved will facilitate a non-public place for any meetings at a time convenient to both Parties.

The Officers and/or Trainers will have the right to stop a meeting at any time and escalate the issue to the Committee.

Should either Party not make the meeting, one further meeting will be arranged.

Should the meeting not take place, the Officers and/or Trainers will make recommendations to the Parties.

As far as is reasonably possible recommendations should be carried out within a 2 week period. The situation will be monitored by the Officers and/or Trainers involved for further 2 weeks.

The complaint will be formally communicated to the Committee, the issue, resolution and any review will be recorded.

- ii. They will be formally invited to write to the Committee without further discussion.

The Committee will discuss the issue and respond to the Parties within a response time of 2 weeks with recommendations for a resolution together with a review date – see note below

Note: Depending upon the severity of the complaint, it can either be dealt with at a specially convened Committee meeting or at the next scheduled Committee meeting.

The parties will be advised at which meeting the complaint will be discussed and when a response can be expected.

Once the Committee has heard the complaint, they have the right to take appropriate action, this may include a member being expelled from the Club.

As and when the Complaints Procedure is used – it will be reviewed and revised for future use as required.