

Royal Tay Yacht Club Ltd and Tay Sail Training SCIO

Complaints procedure

We have a code of conduct for members and other participants. Its purpose is to help everyone enjoy all of the activities and events on offer and for employees to work in a safe and respectful place.

Children and vulnerable adults must be protected from harm.

If you have a concern that a child or vulnerable adult is at risk you must contact the Club First Contact (posters round the Club), Welfare Officer or person in charge of the activity IMMEDIATELY.

If you think that the Code has been breached, please consider if you can resolve the problem amicably. We should all:

- respect that we are all different
- respect that we all have different interests in the club
- be willing to have a calm and sensible discussion with each other
- accept that we may never agree with the other person
- apologise when we have upset someone even if that was not our intention.

If you are unable to resolve the matter amicably:

Please submit your complaint in writing to the Chair of the Board and explain:

1. who the complaint is about
2. what part of the code you feel that they have not followed
3. when the incident happened
4. if there were any witnesses
5. any steps you have taken to resolve it amicably.

The procedure.

1. The Chair of the Board will decide if the complaint is to be investigated. If it is not, he will explain why.
2. If it is he will appoint someone to investigate. This may be a club official or any other person that he thinks is appropriate. The Chair will explain if some parts of the complaint will not be investigated – see the notes.
3. The investigator will investigate the facts. They will normally meet with the complainant, the person complained about and any witnesses. The extent of the investigation and the way it is carried out are at the discretion of the investigator.

4. The investigator will write a report and send it to the Chair. The report should set out:
 - a. A summary of events
 - b. The facts that the investigator has found
 - c. Any facts that he could establish one way or the other
 - d. Any recommendations of how to resolve the matter.
5. The Chair will make a decision either on his own (for more minor matters) or after consultation with the Board.
6. The Chair will decide how to issue the decision.

Outcomes

If the complaint is upheld, the types of action that can be taken include:

- no further action
- an apology from the Club (if Club staff or procedures are at fault)
- a reminder of the code
- suspension or removal of membership.

Even if the complaint is not upheld the Chair may decide to take some other type of action to reduce the risk of the same thing happening again – for example updating policy and procedure.

Appeal

There is no appeal process. If however, you think that the decision was not based on accurate facts or that new evidence has come to light you can write to the Chair and ask him to consider re-opening the investigation. The Chair's decision on this matter is final.

Complaints about staff

We also have a code of conduct for staff. If you have a complaint about a member of staff please raise this with the club manager. If the complaint is about the club manager please raise it with the Convenor of the Management Committee or any Board Member. This will be dealt with under the disciplinary procedure.

Staff who have a complaint about a member can use this procedure.

NOTES:

1. The Chair has the right to decide what procedure should be followed in each case. This is because each situation is different. Also the RTYC relies on volunteers to carry out investigations and make decisions and the procedure taken needs to be proportionate.

2. The Chair can refuse to consider any particular complaint (or parts of a complaint) at his own discretion. This may be because for example:
 - they are vexations
 - have been dealt with before
 - are a counter complaint
 - are about issues that have taken place too far in the past to be investigated now. They may still be relevant but may not be investigated in full – the Chair will tell the investigator what is to be investigated.
3. Those involved in a complaint should treat any information confidentially. Telling more people in the Club about the complaint may make matters worse.
4. Complaints about the Chair should be taken to the Convenor of the Management Committee or the Commodore.
5. The person complaining will be told if the complaint has been upheld or not and if it is upheld, if action has been taken. They will not be told the details of any action taken about the member. This is because it is private to that member.