

Bognor Regis Archery Club



COMPLAINTS POLICY

If the behaviour of a club member gives cause for concern either to a member of the Committee, another club member, or a member of the public, the following procedures will be followed: -

- The appropriate officer of the club (i.e. Chairman, Secretary, CPO, etc.) will contact the complainant.
- They will then contact the person whom the complaint is against to listen to their explanation and discuss the way forward.
- If concern is sufficient, the Committee has the right to suspend membership until further investigation has been carried out.
- A discussion will then be made regarding that members continued membership.
- Complaints will be dealt with in confidence (it must be made clear that complaints concerning child protection issues may be referred to other agencies).

Complaints Procedures

Should you have cause to complain for any reason, complaints can be made to the following people: -

Chairman

Secretary

Child Protection Officer

Any Committee Member

Child protection issues should be directed to the Child Protection Officer or Deputy

Formal complaints should be made in writing