



Spey Runners Complaints Procedure

1. If there is a cause for concern or complaint by a club member or a member of the public, concerning the behaviour, welfare or action of a club member or a person acting on behalf of the club then this must be brought to the attention of the Secretary, either verbally or in writing.
2. The Secretary will conduct a prompt investigation and gather the facts of the case and these, along with the original complaint, will be reported to the Club Management Committee.
3. If a complaint is made against the Chairman or a member of the Management Committee then, as necessary, the remainder of the Committee will appoint one of its members as a substitute to either investigate the complaint or to chair the committee deliberations on the matter. Any member of Management Committee who is the subject of a complaint cannot take part in committee deliberations on the matter.
4. Having considered the evidence available, the Management Committee will either dismiss, uphold in part or uphold in full, the complaint. Where a complaint is upheld in full or in part the Management Committee will propose a resolution to the parties concerned. Any resolution proposed can only be within the remit and authority of the Club. Any resolution proposed will be in accord with the Club's Policies and Code of Conduct.
5. If any of the members concerned in the complaint are not satisfied with the outcome and/or proposed resolution then they may appeal to the Management Committee, via the Secretary, with their reasons for finding the outcome and/or proposed resolution unsatisfactory. Having considered the submission and any additional evidence provided, the Management Committee will either dismiss the appeal uphold in part or uphold in full, the appeal and issue any final resolution to the complaint.
6. The outcome of the complaint, investigation and resolution will be recorded in the committee minutes.