



Broad Street Ward Club Complaints Procedure

In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Codes of Conduct have been broken, they should follow the procedures below:

Complaints shall be made in writing to the Honorary Secretary at secretary@broadstreetwardclub.org

The complaint should include details of what, when and where the occurrence took place and a preference for a solution to the incident.

The Honorary Secretary will inform the Chairman, who will ask a Committee member to investigate the complaint and report back with conclusions and recommendations.

The Chairman will, where possible, decide whether to accept the recommendations. The complainant will be informed of the outcome of the investigation.

If a complaint is complex or has far reaching effects the Chairman will refer the decision to the full Committee, which meets four times a year.

The complainant may appeal to the full Committee if not satisfied with the decision and should do so by informing the Honorary Secretary of the appeal with seven days of receiving the decision. The Committee will consider appeals at its next meeting.

The decision of the Committee is final.