



It is acknowledged and accepted that there are occasions when members may wish to make a formal complaint regarding an issue which has directly affected them during their time spent at the club.

The committee have put together the following complaints process which has been reviewed by BSAC and on their guidance, will be effective immediately and ratified and the next AGM therefore forming part of the constitution.

### **Dudley Dolphin BSAC Complaints Procedure**

1. Should you feel it necessary to lodge a complaint, please do so in writing to the club secretary, or emailed to the designated club email address - [dudleydolphinbsac@gmail.com](mailto:dudleydolphinbsac@gmail.com)  
Email is acceptable; however Social Media or text message cannot be accepted.
2. The club secretary will, depending on the nature of the complaint,
  - notify the committee immediately that a complaint has been received.
  - acknowledge the letter of complaint in writing to the complainant, providing dates of the next committee meeting at which the complaint will be presented and discussed.
  - Keep the complainant informed, in writing or by email of the status of the complaint and if necessary invite the member to a committee meeting to present their complaint in person.
  - Inform the complainant in writing of the outcome of any investigation including the actions taken to prevent a reoccurrence.
3. If necessary, and to gain further information, the member(s) involved may be invited to the next committee meeting or if necessary, called before the Branch Committee to explain their actions. The Committee will then decide what action should be taken.

Any action taken will be in accordance with the disciplinary procedure.

All disciplinary action will be recorded and a copy kept on Branch record.