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Club Complaints Procedure

The procedure set out below shall be used to make a formal complaint against the Club or a Participant:

- The matter shall be reported to the Club Secretary in writing within 14 days of the incident.
The report shall include:
 1. Complete and exact details of what, when, and where the alleged incident took place.
 2. All witness statements in support of the complaint including names and contact details of the witnesses.
 3. Names of any others who are alleged to have been treated in a similar way.
 4. Details of any former complaints made about the alleged incident, date, when and to whom made.
 5. A preference for a solution to the incident.Once raised, a complaint may not be withdrawn.
- The Club Secretary will inform the Executive Committee of all complaints no later than at the next scheduled Executive Committee meeting.
- The Club Secretary will confirm receipt of the complaint by return and indicate the date when the Executive Committee will next meet.
- The Executive Committee will constitute a Board Of Enquiry to investigate the complaint. The individual who has raised the complaint will have no authority or jurisdiction over the constitution of the Board. An individual directly implicated in the complaint shall not sit on the Board.
- The Board Of Enquiry shall decide whether to call hearings or investigative meetings. Club members and Participants summoned to a hearing or investigative meeting shall not refuse to attend.
- The Board Of Enquiry will have the power to:
 1. Warn as to future conduct;
 2. Suspend from membership;
 3. Remove from membership;any Participant whose conduct has in their opinion been undesirable.