



Weybridge Sailing & Recreational Boating Club

Walton Lane Club House, Dorney Gardens, Walton Lane, Weybridge, Surrey, KT13 8LU. www.veybridgeboating.org.uk

Complaints Procedure

Weybridge Sailing and Recreational Boating Club (the Club) values the feedback and concerns of its members and visitors and strives to provide a safe, welcoming, and enjoyable environment for all. WSRBC is committed to addressing complaints in a fair, and transparent manner, and that they be resolved as quickly as possible.

Making a complaint

Members are encouraged to resolve minor issues informally with the relevant member before escalating to a formal complaint. In many cases, this can lead to the quickest and best resolution.

Complaints can be submitted by members and non-members.

If the matter cannot be resolved informally, the complainant should submit a formal complaint in writing to the Club Commodore or other Flag Officer.

- by email to secretary@weybridgeboating.org.uk or commodore@weybridgeboating.org.uk
- In-person to a Club Flag Officer.

The complaint should include

- Your name and contact information (email address and/or telephone number)
- A clear description of the issue including dates, times and relevant details
- Any supporting evidence (e.g. photos, witness details).

If the complaint is about the Commodore, submit the document to the Vice-Commodore or another independent Flag Officer.

Members are referred to the Club rule 4.7 regarding complaints regarding the management of the Club. A complaint of a safeguarding nature may be addressed under the club's Safeguarding Policy.

We will not normally investigate anonymous complaints.

Acknowledgment

The Club will acknowledge receipt of the complaint within 3 days of receipt and, if it deems further investigation is required, will provide a brief outline of the next steps and expected timelines.

Investigation Process

Investigation will be carried out to understand the facts and context of the complaint.

There will be no victimisation as a result of making a complaint or supplying information to an investigation or other person with a role in this procedure. The complaint will be handled fairly, based on the principles of natural justice (natural justice means the right to be given a fair hearing, the opportunity to present your case, the right to have a decision made by an impartial decision maker).

The complaint will be handled by someone independent of the complaint, and may be referred to an



external party.

The person managing the complaint will discuss the issue with the complainant in a timely fashion.

A person, who is the subject of a complaint will be informed of the allegations, concerning them.

WSRBC may, as part of the investigation

- Gather relevant information (e.g., witness statements, documents, etc.)
- Interview involved parties (e.g., the complainant, witnesses, and third parties). All parties to the complaint have the option of nominating a support person to be present.
- Review the Club rules, policies, and past precedents if necessary.

It is expected that investigation will be completed within 14 days. If the issue is complex and requires further time, the complainant will be informed and provided with an updated timeline within 14 days.

Resolution

Based on the findings, a resolution will be determined. Possible outcomes may include:

- Dismissal of the complaint.
- Apology or clarification.
- Corrective action (e.g. improved safety measures, policy changes).
- Disciplinary action (in cases of serious violations of WSRBC rules or behaviour).

The complainant will be informed of the outcome by email usually within 14 days, outlining:

- Findings of the investigation.
- Resolution or actions taken, if any.
- Follow-up actions or ongoing monitoring, if applicable.

Appeal Process

If the complainant is dissatisfied with the outcome, they may submit a written appeal to the Commodore within 14 days of receiving the decision. The appeal decision will be final.

The appeal will be reviewed by Club officers who were not involved in the original investigation.

A final decision will be communicated to the complainant within 4 weeks. The decision is binding and final.

Recording and Monitoring

Complaints will be recorded and stored confidentially subject to the Club's Data Privacy Policy. WSRBC will periodically review complaints to identify trends, potential issues, and opportunities for improvement.

Confidentiality and Fairness

WSRBC will maintain confidentiality throughout the complaints process. Information will only be shared with individuals directly involved in the investigation or resolution. Complaints will be handled fairly and impartially. No person will face retaliation for filing a complaint in good faith.