



27.1.25

# Stokes Bay Sailing Club

## Complaints & Grievance Policy

### Who is this policy for?

This policy is for club employees and volunteers, club directors and officers, club members and members of the public.

**This policy will set out how you can make a complaint or air your grievance about another member, employee or committee member or action by the club.**

Stokes Bay Sailing Club expects all members and employees to abide by the Club Rules and Bye-Laws <https://www.stokesbay-sc.co.uk/club-rules/> as well as understanding the policies set out on the website [Club Policies](#) which identify how we work together as a united community, enabling ALL members to enjoy their time at the club.

### I have a grievance – what do I do?

- Your first action should be to discuss the issue with a Flag Officer or member of the Management Committee. This can be done face to face, as a phone call or by email. If the matter is not settled, then:
- You should write to The Commodore, clearly setting out the nature of the grievance, with dates, times, names, examples and any other information that would help in investigating the issue. You must answer promptly in writing, any questions raised.

The Commodore or if the Commodore elects, another Flag Officer or Director will investigate the grievance, assisted by relevant committee members to decide upon any action to be taken. The investigation will be confidential as far as is possible and subject to that be logged in the club's records. The investigation may need to involve other parties.

You will be notified in writing of the outcome of the investigation. Any actions requiring disciplinary proceedings will be clearly set out to you.

The decision taken by the investigator will be final.