Port Solent Yacht Club

Complaints Procedure

Introduction

Port Solent Yacht Club recognises that the proper handling of complaints is important and that complaints may provide an opportunity for us to identify ways in which the club could be improved.

A complaint might be made by a Club Member or by any other person who is affected or likely to be affected by the actions or decisions of Port Solent Yacht Club.

This procedure describes how we handle concerns or complaints about Port Solent Yacht Club as a Club or about any Port Solent Yacht Club Member.

Informal complaints

For minor grievances not related to safety or serious breaches of the Club rules, we would like to encourage a culture of informal problem solving. Most differences of opinion, mistakes or failings do not need to be taken through a complaints procedure, so we urge common sense and talking things through if no one is at risk of serious harm.

If the complaint relates to a particular person – please consider talking it through with them informally if you feel able to do so.

If the complaint is related to a particular activity of the Club, please consider talking to the lead volunteer (such as the Rally Leader / Walk Leader / relevant Committee Member) and explain the problem. If possible, point to the specific Club rule or Club policy that is of concern. Often this conversation will make the difference you seek.

Formal Complaints

Port Solent Yacht Club defines a formal complaint as 'Any expression of dissatisfaction with the activities, members or approach of the Club that requires a formal response'.

The formal complaints process will apply if:

- The issue is serious, in particular if it risks the welfare or safety of another person
- A written complaint is received that originates from a member of the public or a member of staff at any venue we have used.
- The issue is less serious and you have already tried to resolve it as an informal complaint

Port Solent Yacht Club aims to handle formal complaints in a way that:

- is straightforward for the complainant
- is dealt with promptly
- helps us to learn from the complaint and do better in future
- is proportionate; we don't over react but nor do we underestimate the severity of a problem

The responsibility of Port Solent Yacht Club will be to:

- acknowledge the formal complaint (by email);
- deal reasonably and sensitively with the complaint;
- take action where appropriate.

A complainant's responsibility is to:

- Where safety is not an issue, try and resolve the issue informally first
- Put the complaint in writing
- explain the problem as clearly and as fully as possible
- allow Port Solent Yacht Club a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond the control of Port Solent Yacht Club

Confidentiality and third party disclosure

Port Solent Yacht Club will attempt to handle complaints in a manner which protects the confidentiality of the complainant and (where applicable) the accused. However the circumstances may be such that it may not be possible to maintain confidentiality. For example, it will often be impossible to respond to a complaint without sharing details of the complaint with the person being complained about or for example where issues might arise related to the safety of an individual or there are legal requirements under for example 'Safeguarding vulnerable adults' legislation to disclose information to the authorities.

Formal Complaints Procedure

If you are unable to resolve the issue informally or it is a serious issue, you should email the Commodore directly at portsolentyc@gmail.com

In your email you should clearly set out the details of your complaint and also what you would like to see happen.

A formal response will be made by a member of the Club Committee.

If the Commodore believes that the matter requires further investigation they will appoint someone to investigate and proceed in accordance with the Club's Disciplinary Procedure.

We aim to resolve all matters as quickly as possible. However, some issues will be more complex than others and therefore will require longer to be fully investigated.

You can expect your complaint to be acknowledged within a week of receipt.

The Commodore may decide to put the issue to a meeting of Committee before deciding on the response. The Committee meets at least 4 times per year and once a decision is reached you will receive a response within 10 days of the meeting.

In the case that the Club's Disciplinary Procedure is invoked, timescales for a response may be extended as described in the disciplinary policy. You will be advised when the matter has been concluded.

Special case

If the complaint is about the actions of the Commodore, the complaint should be sent to one of the Rear Commodores (Power or Sail) and all responsibilities mentioning Commodore in this policy will be handled by the Rear Commodore.