



COMPLAINTS PROCEDURE

Members are asked to follow these guidelines should they have a grievance with the club/an official

1. In the first instance please speak to the person involved to try to resolve the situation amicably. If this is not acceptable please move to point 2.
2. When an issue is irresolvable with the individual it may concern please contact the following officers
 - i. Coaching issue – Coach in charge of the session/Head Coach (Jacqui Wayman)
 - ii. Welfare Issue – Club Welfare Officer (Ann Wood-Walsh/Lorraine Yearde)
 - iii. Premises Issue – Club Secretary (Jacqui Wayman/Kim Wayman)
 - iv. Club Procedures/Practices – Club Chairperson (Linda Taylor)
3. If this situation has still not been dealt with to your satisfaction please refer to the club file and complete a Complaints form and pass to the club Chairperson. This will then be recorded, investigated, discussed (recorded in the minutes) at Committee meeting and findings formally reported to you.