



Nairn Sailing Club

Complaints Policy

Document Control:

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Date of next review:	9 June 2026

Update History

Version number	Changes summary	Author	Date
0.1	Draft for Board review	Stuart Fox	27 May 2025
1	Updated with Board feedback	Stuart Fox	13 June 2025

1. Introduction

Nairn Sailing Club is committed to providing a safe, welcoming, and enjoyable environment for all members and visitors. We value feedback from all individuals and are dedicated to addressing any concerns or complaints in a fair, transparent, and efficient manner.

This Complaints Policy outlines how complaints should be handled, ensuring that all concerns are dealt with professionally, fairly, and promptly.

2. Scope

This policy applies to all members, volunteers, and visitors of Nairn Sailing Club. It covers complaints related to:

- Club activities or events
- Behaviour of members, staff, or volunteers
- Facilities and equipment
- Health and safety concerns
- Discrimination or harassment
- Any other matter that negatively impacts the member's experience at the Club

3. How to Make a Complaint

Any member or visitor wishing to raise a complaint should follow the process outlined below:

1. Informal Resolution (Where Possible):

- If appropriate, attempt to resolve the issue informally by speaking directly to the person involved. Many issues can be resolved quickly without formal procedures.

2. Submitting a Formal Complaint:

- If the matter cannot be resolved informally, or if you prefer to submit a formal complaint, you can do so in writing to the Club's Secretary.
- Complaints should include:
 - The nature of the complaint
 - The date and time of the incident (if applicable)
 - Any individuals involved
 - Any action already taken (if applicable)
 - How you perceive the complaint should be resolved
- Complaints can be submitted via:
 - Email: secretary@nairnsailingclub.org.uk
 - In-person: By submitting a written complaint to the Club Secretary or appointed officer.

3. Acknowledgement of Complaints:

- Upon receipt of a formal complaint, the Club will acknowledge the complaint within **5 working days**. This will include details of the next steps and the timeline for resolution.

4. Investigation Process

Upon receipt of a formal complaint, the Club will follow the process below to investigate and resolve the issue:

1. **Investigation:**
 - A designated individual or group (usually a nominated Board Member) will investigate the complaint. The investigation will be impartial and may involve speaking with the complainant, the person(s) involved, and any witnesses.
2. **Resolution:**
 - Once the investigation is completed, the complainant will be provided with a resolution or outcome. Where possible, this will be communicated in writing within **28 working days** from the acknowledgement of the complaint.
3. **Appeals:**
 - If the complainant is not satisfied with the outcome, they may appeal the decision within **10 working days** of receiving the outcome. The appeal will be reviewed by a different Board Member or ordinary member, and a final decision will be communicated within a further **21 working days**.

5. Confidentiality

The Club will treat all complaints with the utmost confidentiality. The information will only be shared with those directly involved in the investigation and resolution process, unless otherwise required by law.

6. Unacceptable Behaviour

While the Club is committed to addressing all complaints fairly and thoroughly, we will not tolerate any form of abusive, aggressive, or discriminatory behaviour towards any Club member or staff during the complaints process.

In cases of unacceptable behaviour, the Club reserves the right to take appropriate action, which may include suspension of membership or access to Club facilities.

7. Review of Complaints Policy

This policy will be reviewed annually by the Board to ensure it remains fit for purpose and up to date with best practices and legal requirements.

8. Contact Information

For further information or to submit a complaint, please contact:

- **Club Secretary:** Anthony Cassar-Torreggiani
- **Email:** secretary@nairsailingclub.org.uk