



Complaints & Grievance Procedure Example



Complaints and Grievance Procedure

The following is a SAMPLE procedure in the event that any member feels that he or she has suffered discrimination in any way, or that the Club Rules, policies or Code of Conduct has been broken.

1. Make your complaint in writing, addressed to the Club Secretary and marked "Private & Confidential Complaint".
2. Clearly state exactly the nature of your complaint, any witnesses and the person(s) involved.
3. Please ensure you keep a personal copy.
4. All written complaints will be acknowledged within 7 days from (date of receipt)
5. Complaints will be investigated by the club committee within four calendar weeks.
6. Following this we will write to you informing you of any action which we intend to take (or have taken) in response to your complaint.
7. Should the investigation take longer than the time given above we will let you know how long we expect this investigation to take.

If you are still not satisfied.

If you feel that this complaints procedure is not appropriate for dealing with your complaint or you are not happy with the outcome of the clubs investigation in to your original complaint, then please contact the Club Secretary to arrange a personal meeting.