



## **TBPGC Complaints procedure – Final Version (8-8-23).**

**(Passed by the TBPGC on 7<sup>th</sup> August - to be ratified by members at the AGM on 21.10.23).**

### **1. Introduction**

Thames Barbarians Pilot Gig Club (TBPGC) aims to provide an enjoyable and fulfilling experience for all. This is a voluntary organisation and all work done by its committee and members is on a voluntary basis. In order to ensure that what we offer as a club remains at a high and improving standard, we have a procedure through which you can let us know of any reason why you are not satisfied with your dealings with TBPGC. (Examples of possible reasons to raise a complaint include, but are not limited to, breaches of our Code of Conduct or actions which are not in accordance with our Constitution).

### **2. If you are not happy with something or someone at TBPGC please tell us!**

If you are unhappy about any of our specific services within the club, for example membership or accounting, please speak to the relevant committee member. If you are unhappy with an individual in TBPGC, in the first instance, sometimes it is best to contact them directly. If you feel this is difficult or inappropriate, then speak to the Chair or our Secretary. Often, we will be able to give you a response straight away. When the matter is more complicated, we will give you at least an initial response within ten to fifteen working days of hearing about your concerns.

### **3. Making a written complaint**

If you are not happy with our response, or wish to raise the matter more formally, please write to the Chair by email to [thamesbarbarians@gmail.com](mailto:thamesbarbarians@gmail.com). All written complaints will be recorded in our Complaints Log. If your complaint is about the Chair, please write to the Secretary. We will, in the first instance, seek to resolve all written complaints by informal resolution. Only in the event of there being no resolution at the informal stage, will the Committee enter into a formal process.

The aim is to investigate your complaint properly and give you a reply within one calendar month from the date of written acknowledgement setting out how the problem will be dealt with and what procedure the Committee will use. If this is not possible, an interim response will be made informing you of the action taken to date or being considered. If after we have responded you are not satisfied with the Committee's final written verdict, please email the Chair, who may decide on any further steps to resolve the situation or the matter will be referred to the Cornish Pilot Gig Association for resolution through their Disciplinary Procedure.

### **4. Welfare concerns**

If your complaint relates specifically to the welfare or wellbeing of any member(s) or people(s) related to TBPGC, please report your concerns to the Welfare Officer as described in our Club Constitution and Code of Conduct documents.

### **5. When we are doing well**

Finally, please also let us know if you are happy with TBPGC and post about it!