



Nunthorpe Squash Club Complaints Procedure & Policy

1. Introduction

This document outlines the procedure for submitting and handling complaints within Nunthorpe Squash Club. The aim is to provide a fair and transparent process for resolving issues in accordance with the club's constitution.

2. Submission of Complaints

Members are encouraged to submit their complaints using the web-based complaints form available on the club's official website. The form should include the following information:

- Name of the complainant
- Contact details (email, phone number)
- Nature of the complaint
- Relevant details, including dates, times, and individuals involved.
- Any supporting documentation or evidence

3. Receipt of Complaints

Upon submission of the web-based complaints form, the club's committee will receive an automatic notification. The committee will acknowledge the receipt of the complaint within 7 days.

4. Initial Review

The committee will conduct an initial review of the complaint to determine its validity and whether it falls within the scope of the club's jurisdiction. If the complaint is deemed invalid or falls outside the club's purview, the committee will notify the complainant with an explanation.

5. Investigation Process

For valid complaints, the committee will initiate an investigation within 14 days of acknowledging the receipt. The investigation may involve gathering additional information, interviewing relevant parties, and reviewing any supporting documentation.

6. Decision and Resolution

The committee will reach a decision based on the findings of the investigation. The decision will be communicated to the complainant within 2 days of completing the investigation. If necessary, appropriate actions will be taken to resolve the issue and prevent its recurrence.

7. Appeals Process

If the complainant is dissatisfied with the committee's decision, they may submit an appeal within 7 days. The appeal should be in writing and include any additional information or evidence. An appeals sub-committee will review the appeal and provide a final decision within 7 days.

8. Confidentiality

All parties involved in the complaint's procedure, including the complainant and individuals under investigation, will be treated with confidentiality to the extent permitted by law.

9. Record Keeping

A record of all complaints and their resolutions will be maintained by the club. This information will be confidential and only accessible to authorized committee members.

10. Review and Revision

This complaints procedure and policy will be reviewed annually and updated as necessary to ensure its effectiveness and compliance with the club's constitution.

Nunthorpe Squash Club Committee Date: 12.2.2024

Nunthorpe Squash Club

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