

UPPER TAMAR LAKE SAILING CLUB

COMPLAINTS POLICY & PROCEDURE



Complaints Policy

Upper Tamar Lake Sailing Club (UTLSC) members expect high standards of courtesy and sportsmanship from its members and visitors and that an atmosphere of social tolerance will exist between all members and visitors.

All members of UTLSC are expected to comply with its Safety Policy, Code of Conduct, Equality Policy and Safeguarding Policy. Copies are available on the UTLSC website and the Race Office.

Examples of the types of behaviour which are likely to breach our Complaints Policy are set out below.

Complaints Procedure

If a member is unhappy with any aspect of the UTLSC facilities or organised events they should, in the first instance, discuss their concern with the relevant event organiser.

If a member feels there has been a breach of UTLSC's high standards of courtesy and tolerance or has a dispute with another member, they should in the first instance, discuss their concern with the Commodore.

It may be necessary for the Commodore to undertake further enquiries, including speaking with other members, in order to obtain the facts.

While every effort should be made to resolve the matter to the member's satisfaction it is acknowledged that this is not always possible.

If the member is not satisfied with the Commodore's suggestions to resolve the member's concern, then a formal written complaint should be submitted to the Secretary for discussion and appropriate action at the next Committee Meeting.

The member making the complaint may be asked to attend the Committee meeting to clarify any points required by the Committee, and to hear the decision of the General Committee regarding the complaint.

The member making the complaint will be sent a record of the Committee's decision.

Examples of types of conduct likely to breach our Complaints Policy

Unwanted physical contact – Unnecessary touching, insulting or abusive behaviour or gestures, physical threats or assault.

Unwanted verbal conduct – Unwelcome advances, propositions or remarks, bad comments, jokes, banter or offensive/abusive language and aggressive verbal threats.

Unwanted non-verbal conduct – Racially or sexually based graffiti referring to an individual's characteristics or private life, abusive or offensive gestures, display of pornographic or suggestive materials including via e-mail and/or other social media.

Bullying – Personal harassment involving the misuse of power, influence or position to persistently criticise, humiliate, demean or undermine an individual and personal abuse either in public or private.

Unlawful victimisation – Treating an individual less favourably than others are, or would be, treated in the same or similar circumstances because they have made a complaint or allegation of discrimination, or have acted as a witness or informant in connection with proceedings under discrimination legislation.

Direct/indirect discrimination – Less favourable treatment on the grounds of a particular persuasion or characteristic.

Property damage/theft - Interference with UTLSC or another member's belongings or property without permission including theft or embezzlement of UTLSC's or an individual's monetary or material property.