

Hunstanton Bridge Club

Complaint and Grievance Policy

1. Purpose

This policy aims to provide a clear and fair process for members and visitors to raise and resolve complaints and grievances in a timely and respectful manner.

2. Scope

This policy applies to all members and visitors.

3. Principles

- All complaints and grievances will be treated seriously and with respect.
- Confidentiality will be maintained to the extent possible.
- No person will be disadvantaged for making a complaint in good faith.
- Complaints will be resolved fairly and promptly.

4. Procedure

4.1 Informal Resolution

- Wherever possible, individuals should attempt to resolve issues directly with the person(s) involved through respectful and open communication.
- If the issue cannot be resolved informally, it can be escalated through the formal process.

4.2 Formal Complaint

- Complaints should be submitted in writing to the Club Secretary.
- The complaint should include:
 - A clear description of the issue
 - Names of individuals involved
 - Copies of any supporting evidence
 - The desired outcome

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4.3 Investigation

- The Club Secretary will acknowledge receipt of the complaint and disclose the complaint and any supporting evidence to the subject of the complaint (the Respondent) within five business days.
- An Investigating Officer will be appointed by the Club Committee, which may involve speaking to the Complainant and the Respondent and others and reviewing the evidence.
- The Complainant and Respondent may be asked to provide additional information.

4.4 Resolution

- The investigating officer will make their recommendation to a sub-committee of 2 committee members.
- A decision will be communicated in writing within fifteen business days of receipt of the complaint.
- If more time is required, the Complainant and Respondent will be informed of the delay and the reason for it.
- Appropriate action will be taken to resolve the complaint, which may include dismissal of the complaint, words of advice, suspension, or termination of membership.

4.5 Appeals

- If the Complainant or the Respondent is dissatisfied with the outcome, they may appeal within 7 days of the decision.
- The appeal will be a review of the decision not a full rehearing.
- The appeal will be considered by the committee (excluding the Investigating Officer and sub-committee), without involving external panels.
- The committee will remain the final decision maker and its decision following the appeal is final.

5. Confidentiality

All complaints and related information will be kept confidential except where disclosure is necessary to resolve the issue or required by law.

6. Monitoring and Review

This policy will be reviewed as required.

Approved by the Club Committee on 20th April 2026