

# 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 in writing within ten business days of the decision.
- The appeal will be a review by the Club Committee (excluding the Investigating Officer and sub-committee), and a final decision will be communicated within fifteen business days of the appeal being lodged with the Club Secretary.

## 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 29<sup>th</sup> July 2025**