

# **Hunstanton Croquet 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.
- The Complaint should be accompanied by the statements of any witnesses relied on.

### **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.
- The Respondent may respond to the complaint in writing and must supply copies of any supporting evidence including the statements of any witnesses relied on.

- If the Respondent does not so respond within seven business days of being formally notified of the complaint it will be assumed that the complaint is made out.
- If the Respondent does so respond an investigation will be conducted and a decision on the complaint made by the Club Secretary (or the Club Chairman if the Club Secretary is the subject of the complaint), 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**

- A decision will be communicated in writing to the Complainant and the Respondent by the Decision Maker (either the Club Secretary or the Club Chairman as appropriate) within twenty-one 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 original Decision Maker) or a Panel made up of Committee Members, and a final decision will be communicated within twenty-one business days of the appeal being lodged with the Club Secretary.

#### **5. Mediation**

- Any complaint or appeal may be referred by the Club Secretary or the Committee to mediation.
- The Committee will appoint the Mediator.
- The Complainant and Respondent must engage meaningfully in the mediation, and if they fail to do so without good reason (to be determined by the Committee) the complaint may be dismissed or upheld without further investigation.
- The normal timetable for resolution of a complaint or appeal will be suspended while mediation is undertaken.

#### **6. Confidentiality and Retention**

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

- If the complaint is upheld, the decision on the complaint and on any appeal and supporting documents will be retained securely and confidentially by the Club Secretary and destroyed at the expiry of twelve months from the date of the incident (or the latest of a number of incidents) forming the subject of the complaint.
- If the complaint is dismissed, all documentation relating to the complaint will be destroyed by the Club Secretary forthwith once the final decision has been issued.

## **7. Time Periods**

Any time period specified in this document may be varied by the Committee if circumstances so require and the variation notified to the Complainant and Respondent.

**Approved by:** Hunstanton Croquet Club Committee

**Date:** 21 August 2025