

## **RAME GIG CLUB**

### **Complaints Procedure**

#### **Applicability**

This procedure applies to members and non members of Rame Gig Club.

#### **Administration**

This procedure will be reviewed periodically to reflect changes in legislation, revised guidance from National Governing Bodies or as a result of lessons learnt.

#### **Procedure**

This procedure will be used on receipt of a formal complaint where the matter has not been resolved informally.

#### **Investigation**

The investigation will be conducted by an independent club member appointed by the Committee, who will need to balance the need to reach a conclusion quickly against the need to be thorough and fair. As the investigation may establish the need for formal disciplinary action, it is important that the investigator determines:

- What were the circumstances
- What happened
- Where the incident occurred
- Who was involved
- Were there any witnesses

#### **Outcome**

On completion the investigator will report to the Committee including any recommendations. The Committee will decide on what action should take. The complainant and any other individuals involved will be informed of the Committee's decision.

Where the investigation has established that formal disciplinary action is required a disciplinary panel will be appointed as set out in Stage 2 of the Disciplinary Procedure.