

ASHINGTON CAMERA CLUB



COMPLAINTS PROCEDURE

OVERVIEW

The following document is to help any member to guide them through making a complaint. Be it a complaint about the running of the club, an individual member, a demonstrator, presenter or a judge.

GOALS

1. **Set procedure:** A set of steps for members to follow to register a complaint to the committee. Giving clear instructions on information needed and who to contact
2. **Easier to make and review complaints:** Complaint procedure to make the process of reporting and resolving issues easier and traceable through the correct channels

WHAT IS COVERED

Each member has the right to make a formal complaint to the committee regarding any issue that they may have. Including:

- Disagreement with another member
- Disagreement with committee member(s)
- How the committee is run, and the decisions made by them
- Equipment purchases
- Programme running for the winter and summer seasons.
- Feeling bullied or made to feel uncomfortable by another member, including committee members.
- Disagreement with event planning and execution

PROCEDURE

1. RECORD COMPLAINT

Write down your complaint at the earliest possible time. Give as much information as possible. Include the following information:

- Who (person/persons involved if any)
- What (bullied, event planning etc.)
- When (date and time of offence)

2. SEND IN YOUR COMPLAINT

Once you have recorded all the information needed, please give a copy to the Chairman and Secretary via one of the following options:

- In writing, sealed in an envelope
- Via email

3. COMPLAINT REVIEW

Your complaint will then be reviewed by the committee at the next club meeting before the official start of the night. If needed, the accused will be brought in to discuss the complaint. The person accused may request a witness to join them during the meeting. Once all the information regarding the complaint is gathered the committee will decide on the best course of action to be taken to resolve the issue. This can include a ban from the club if the committee feels a gross misconduct has occurred. The secretary will keep minutes of the meeting.

4. AFTERWARDS

After the issue has been resolved the person making the complaint will be asked to discuss with the committee the result of the complaint. Including the outcome decided by the committee. A record of the complaint, meeting minutes and outcome will be kept on record for future reference.