

COMPLAINTS PROCEDURE

Statement of Intent

The Ulster Gliding Club (the Club) believes that Club members, their guests and visitors to the Club are entitled to expect courtesy, consideration and to be able to operate within a culture of safety.

The development and maintenance of such a safety culture relies on everyone being able to trust one another, and for each person to show consideration and to have a duty of care for fellow participants.

To this end, the Club Management Committee expects certain minimum standards of behaviour from Club members, their guests and visitors to the Club.

This includes a responsibility for all Club members, their guests and visitors, to bring to the attention of any Club official any situation which is believed to constitute a hazard, so that adequate mitigation can be applied, or risk of exposure to the hazard can be removed.

Aim

The Club Management Committee aims to bring all concerns about the running of the Club to a satisfactory conclusion for all the parties involved.

Flying matters

- (1) A member making a complaint relating to a flying matter shall initially refer it in writing to the duty instructor.
- (2) If the complaint cannot be satisfactorily resolved on the day by the duty instructor, or it relates to the duty instructor, the duty instructor shall refer it to the Chief Flying Instructor (CFI).
- (3) The CFI shall investigate any complaint referred to him under this procedure.
- (4) The CFI shall inform the management committee on the progress of his investigation.
- (5) The CFI shall send a copy of any such complaint against a member to him and afford him the opportunity of responding orally or in writing.
- (6) When the CFI concludes his investigation he shall notify the parties to the complaint of his findings and any sanction imposed by him.
- (7) The notification shall be in writing, setting out the reasons for any sanction.
- (8) If a party to a complaint is under 18 years of age the CFI shall send the notification to the member's parents or guardians.

Matters not concerned with Flying

- (1) The complaints committee shall consist of two members of the Club elected by the annual general meeting, and a member of the Club appointed by the Club Management Committee.
- (2) If there is a vacancy in the complaints committee, the Club Management Committee shall appoint a member of the Club to fill it.
- (3) The complaints committee will include a prioritised reserve list, appointed by the Club Management Committee, to cover a member's possible involvement with a complaint.
- (4) A member making a complaint not relating to a flying matter shall initially refer it in writing to the Club chairman.
- (5) If the complaint cannot be satisfactorily resolved by the chairman, or it relates to the

chairman, the chairman shall refer it to the complaints committee.

(6) Matters relating to child abuse must be dealt with under the Club's child protection policy

(7) The complaints committee shall investigate any complaint referred to it under this procedure.

(8) The complaints committee shall inform the Club Management Committee of the progress of the investigation.

(9) If a complaint is made by or about a member of the complaints committee that person shall stand aside and be replaced in relation to that complaint by a person on the reserve list.

(10) The Club chairman or the complaints committee, as the case may require, shall send a copy of any complaint against a member to him and afford him the opportunity of responding orally or in writing.

(11) When the complaints committee concludes its investigation, it shall notify the parties to the complaint of its findings and any sanction imposed by it.

(12) The notification shall be in writing, setting out the reasons for any sanction.

(13) If a party to a complaint is under 18 years of age the complaints committee shall send the notification to the member's parents or guardians.

Confidentiality

Records of all complaints and investigations under this procedure shall be kept confidential.

Appeals

If a member who made a complaint or against whom a complaint was made is unhappy with a decision by the CFI or chairman, he has a right to appeal in accordance with the Club's appeals procedure.

Gender

In this procedure words importing the masculine gender include the feminine.

Adoption of procedure

This procedure was adopted at a meeting of the Ulster Gliding Club Management Committee held on 28th October 2009.