

# *Redditch Lifesavers Complaints Procedure*

## **Guiding principles**

1. We are committed to resolving complaints effectively and without undue delay. Wherever possible, we will try to resolve complaints informally but if we can't we provide a clear escalation route that is fair and impartial.
2. If we have got something wrong we will apologise and take prompt action to put the matter right. If we can resolve your complaint by clarifying our position, or explaining our decision making process we will do so.
3. We will be open and honest and ensure that you are not disadvantaged in your future dealings with us as a result of your complaint.
4. We will respect your privacy and ensure that your complaint is treated confidentially

## **Making a Complaint**

1. ***Informal resolution*** The person making the complaint should consider taking steps to resolve the matter informally before making a formal complaint. This might include discussing the matter with the instructor or trainer, and/or seeking advice from the Safeguarding Officer or other Committee members. Note: The Committee may decline to consider malicious, vexatious or frivolous complaints. Unless immediate action is required, a complainer must not interrupt a lesson to speak to a trainer/teacher, but should see them either before or after the session.

## **2. Referring a Complaint**

A. A formal Complaint should be made to the Redditch Lifesavers Committee by being given to any member of the Committee within 14 days of the conduct complained of (the "Complaint"). Alternatively the complaint may be made by email to: [save\\_a\\_life@redditchlifesavers.info](mailto:save_a_life@redditchlifesavers.info)

B. The Complaint should be in writing and should include:

- (a) A detailed description of the event(s) complained of;
  - (b) The outcome that is sought;
  - (c) Statements by any people who witnessed the event(s) or were affected by them.
- (d) Any other documents or evidence relied upon in support of the Complaint; If the Complaint includes an anonymous statement from a witness or refers to an individual

without disclosing their identity, it must include the reasons why anonymity is requested in each case.

3. **Interim measures** If it is necessary to do so to protect either or both parties and/or other club members from a risk of harm and/or distress, the Committee may suspend the individuals involved Club membership and/or access to Club events or facilities for up to 42 days pending proceedings under this procedure.

#### 4. **Response to the Complaint.**

i. Within 7 days of receipt of the Complaint, the Committee will write to the Respondent attaching the Complaint, all of the accompanying evidence and a copy of this procedure and stating that the complainer has 10 days to provide written representations and any evidence in response to the Complaint (the “Response”).

ii. If the Response includes an anonymous statement from a witness or refers to an individual without disclosing their identity, it must include the reasons why anonymity is requested in each case.

#### 4. **Further Enquiries**

Upon receipt of the Response, the Committee may make any further enquiries of any party that they consider necessary or desirable. If the Complaint is likely to result in removal of membership, the decision must be ratified by the club committee.

#### 5. **Sanctions**

The sanctions that may be imposed under this procedure include:

- (a) Suspension of access to or use of the Club’s events or facilities for a fixed period;
- (b) Suspension of membership of the Club for a fixed period;
- (c) Removal of membership of the Club.

#### 6. **Unresolved Complaints**

If following the above procedure the complaint remains unresolved then it will be referred up to Worcester and Hereford Branch for further consideration and investigation.