

# **FCYC REGULATIONS - COMPLAINTS PROCEDURE September 2023**

## **1.00 COMPLAINTS PROCEDURE**

### **1.01 STAGE 1.**

A complaint, grievance or appeal will all be dealt with in the same manner and for the purposes of this regulation will be called a complaint. A complaint is usually easiest and best dealt with at source. If a Member has a complaint they should try in the first instance discussing it with a Club Officer who has a direct responsibility for the matter. If it is not clear who best to speak to or the Complainant feels it is not appropriate to attempt resolution in this way contact the Club Secretary for advice. If complaint is not resolved satisfactorily in this way proceed to STAGE 2.

### **1.02 STAGE 2.**

Write down a clear resume of the complaint including what you consider to be wrong and how you consider it may be corrected and send it to the Club Secretary.

If the Club Secretary is clear or considers a Flag Officer may have a direct involvement in the matter they will move directly to STAGE 3. Otherwise the Club Secretary will refer the matter to next Flag Officer Meeting for determination.

In either case the Club Secretary will acknowledge receipt of the complaint and details of how is being dealt within seven days of receipt.

If the Flag Officers feel unable to determine, for any reason, they should refer the matter on with a written Statement to STAGE 3.

If Flag Officers are able to reach, what they consider to be a fair and reasonable determination without further enquiry they will send a written statement to the Complainant.

If the Complainant is not satisfied by the Flag Officers determination they may wish to proceed to STAGE 3 and if so apply in writing to the Club Secretary requesting initiation of STAGE 3

### **1.03 STAGE 3.**

If the Club Secretary or the Flag Officers refers the matter to STAGE 3 or the Complainant applies for instigation of STAGE 3 the following process will be adopted.

The Club Secretary will instruct an independent Adjudicator from

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a panel of ex Flag Officer with no executive role in the Club or direct interest in the matter. The Club Secretary will provide the Adjudicator full access to relevant Club files. After making reasonable enquiry, which may involve interviewing the parties involved, the Adjudicator will issue a determination which will be FULL and FINAL

- 1.04 Nothing in this Regulation prevents any party invoking Rule 58, calling a Special General Meeting at any time. If a Special General meeting is called any related ongoing action in relation to this Regulation will be suspended.