**Truro Squash & Leisure Club**

**Complaints Procedure & Policy**

1. Introduction

This document outlines the procedure for submitting and handling complaints within

Truro Squash & Leisure Club. The aim is to provide a fair and transparent process for resolving

issues in accordance with the club's constitution.

2. Submission of Complaints

Members are encouraged to submit their complaints via email to [complaints@trurosquashclub.co.uk](mailto:complaints@trurosquashclub.co.uk)

The form should include the following information:

• Name of the complainant

• Contact details (email, phone number)

• Nature of the complaint

• Relevant details, including dates, times, and individuals involved.

• Any supporting documentation or evidence

3. Receipt of Complaints

Upon submission of the web-based complaints form, the club's committee will receive an

automatic notification. The committee will acknowledge the receipt of the complaint within 7

days.

4. Initial Review

The committee will conduct an initial review of the complaint to determine its validity and

whether it falls within the scope of the club's jurisdiction. If the complaint is deemed invalid

or falls outside the club's purview, the committee will notify the complainant with an

explanation.

5. Investigation Process

For valid complaints, the committee will initiate an investigation within 14 days of

acknowledging the receipt. The investigation may involve gathering additional information,

interviewing relevant parties and reviewing any supporting documentation.

6. Decision and Resolution

The committee will reach a decision based on the findings of the investigation. The decision

will be communicated to the complainant within 2 days of completing the investigation. If

necessary, appropriate actions will be taken to resolve the issue and prevent its recurrence.

7. Sanctions

The sanctions that may be imposed under this procedure if the compliant is upheld include:

• Letter of censure – advising the respondent that any further breach may lead to a harsher penalty

• Suspension of membership and use of the Club’s events or facilities for a fixed period;

• Removal from office;

• Removal of membership of the Club for a fixed period or indefinitely

• If a visitor, removal of the invitation as a guest of another member or supporter/family member of a member or competitor at the club for a fixed period or indefinitely

The complainant may be sanctioned as above if the claim proves to be vexatious or unfounded.

If the compliant is not upheld both parties will be advised.

8. Appeals Process

If the complainant is dissatisfied with the committee's decision, they may submit an appeal

within 7 days. The appeal should be in writing and include any additional information or

evidence. An appeals sub-committee will review the appeal and provide a final decision

within 7 days.

9. Confidentiality

All parties involved in the complaint’s procedure, including the complainant and individuals

under investigation, will be treated with confidentiality to the extent permitted by law.

10. Record Keeping

A record of all complaints and their resolutions will be maintained by the club. This

information will be confidential and only accessible to authorized committee members.

11. Review and Revision

This complaints procedure and policy will be reviewed annually and updated as necessary to

ensure its effectiveness and compliance with the club's constitution.

Truro Squash & Leisure Club Committee

11th September 2024