



Complaints Policy

Cardiff Bay Yacht Club aims to always provide the highest possible levels of satisfaction to members and non-members. There are regular opportunities for members to provide feedback and make comments or suggestions, including Meet the CoM evenings. If the Club falls short of expectations, this Policy and Procedure outlines how any issues that cause dissatisfaction will be addressed. All complaints will be handled in a professional manner with a positive approach focussed on continually improving services for the future. Every effort will be made to resolve complaints at the earliest possible opportunity and in the first instance will aim to do so on an informal basis. The club recognises that sometimes this will not be possible and for this reason there is a second formal stage of the procedure to ensure that disputes and complaints are dealt with in an efficient and effective manner.

1. Procedure

1.1. Aims of Procedure

- Easily accessible to all Members and non-members of CBYC.
- Resolve complaints informally at a local level wherever possible.
- Allow for speedy handling, with established time frames for action.
- Ensure a full and fair investigation where required.
- Respect complainants desire for confidentiality wherever possible.
- Provide an effective response and appropriate redress.
- Feedback into CBYC systems to ensure that future services are improved.

1.2. What does the Procedure cover?

This procedure includes complaints regarding:

- The products, services or facilities provided by the Club.
- The manner of treatment by a fellow member, Committee member or staff member.

This procedure excludes complaints that:

- Relate to external parties, services, or products.
- Are about established Byelaws, Codes, Policies and Procedures of the club.
- Are made anonymously or by a third party, with exception for a parent/guardian of a person under 18 years of age.
- Have already been investigated and determined.
- Are made without disclosing adequate grounds.
- Are malicious, vexatious, or frivolous.

1.3. Confidentiality

The Club recognises that it must balance its obligations to, and rights of both Members and Employees. Those whom complaints have been made about have a right to know what is being claimed and who is making a complaint.

Where a complaint is made through this procedure, a summary of the complaint will be supplied to the person who is being complained about and that person will have the right to respond to the complaint with support and representation.

1.4. Complaints affecting more than one person

Where a complaint is raised by several persons, it can be more easily managed as one collective complaint.

The case will be conducted through a lead contact or spokesperson, who shall be one of the complainants, to facilitate the timely progress of the complaint.

The complaint will then be dealt with as described in Section 2 and shall be deemed to be binding on all parties to the original complaint.

2. Stages of Complaint

2.1 Informal Stage

Informal resolution of the Complaint is most likely to produce a satisfactory and long-lasting result.

It should be delivered either be raised at the time of the incident with an appropriate member of the Club's Management team or sent by email to admin@cbyc.co.uk

A member of the Management team will review the details of the complaint and seek to provide a suitable remedy to the issue raised.

2.2 Formal Stage

If it is not possible to resolve the matter via the informal stage, then the member or non-member should:

Write to the Secretary at secretary@cbyc.co.uk and include:

Full details of the complaint including;

- any information or evidence to support the complaint.
- What is sought as a remedy. A suitable remedy might be an apology or a recommendation for a change to CBYC working practices.

The Secretary will manage the complaint as follows:

- The complaint will be acknowledged within 5 working days. (Mon-Fri)
- Where necessary an investigation will be initiated immediately. The scope and method of investigation will be at the discretion of the Secretary in conjunction with the Commodore.
- If necessary, the General Manager and other Club Officers and Council Members will be involved. Any such member must ensure compliance with Code of Conduct for Members of the Council of Management.
- If deemed necessary to enable fair investigation or otherwise appropriate to protect the club or other members, then any member may have their membership suspended during a period of investigation. This is an administrative process and not a disciplinary sanction.
- A response will be sent within 20 working days or where this is not possible, the Secretary will explain the reason for the delay and provide a new date by which a full response can be expected.

2.3 Action

If a complaint is upheld against any member, CoM at its sole discretion may take disciplinary action against that member. The scope of the action is at the sole discretion of CoM.

Any member that is subject to disciplinary action will be notified in writing. They may submit a written response or statement for consideration of the CoM within 7 days of notification being issued. CoM will consider statements prior to a decision being made on sanction.

Sanctions may include but not be limited to formal warning up to expulsion from the Club. The decision of the Council of Management (CoM) is final.

3. Record Keeping

An electronic copy of the outcome/decision will be kept by the Secretary and stored securely in accordance with CBYC's Data Policy.