



QSC Grievance Policy

Annex D to QSC Bye-laws

November 2020

The Quay Sailing Club St. Germans

Grievance Procedure

This grievance procedure is intended to provide a mechanism for members to air any issues relating to their membership so that any problems can be resolved quickly and fairly. It is not possible to provide for all the circumstances in which grievances may arise. This grievance procedure is therefore intended to act as a framework. It may be varied when deemed reasonably necessary.

In the first instance, members are encouraged to attempt to resolve any problems or concerns he or she may have informally by discussing the matter with a member of the QSC committee. Where such informal discussions have failed to resolve the matter satisfactorily, a formal complaint should be made without delay by using the procedure set out below.

The Procedure

A member should put their grievance and the basis for it in writing with as much detail as possible, including the outcome sought, and send it to the Hon Secretary. The member will then be invited to attend a formal meeting with members of the committee to discuss the grievance and will have the right to be accompanied by another member of their choice who can act in a supporting capacity.

The meeting should take place once a reasonable opportunity has been given to consider its response and, if necessary, to investigate the matter. All reasonable steps should be taken by the member to attend the meeting.

After the meeting, the Hon Secretary will write to any members named or involved in the grievance allegation, responding to the grievance and notifying them of their right to appeal if not satisfied with the decision.

Any member notified of their involvement must inform the Hon Secretary in writing if they wish to appeal within seven days of the date of the decision, setting out the grounds of the appeal. The member will then be invited to attend a further formal meeting of the committee and must take all reasonable steps to attend that meeting.

After the appeal meeting, the committee will consider the appeal and may make further enquiries if it considers it necessary. The Hon Secretary will then inform any members involved, in writing, of the final decision.