

# Port Edgar Yacht Club Complaints Policy

## Introduction

The purpose of this policy is to ensure that all complaints are captured and dealt with effectively. The Complaints process is designed to enable all members to express any concerns or complaints regarding Port Edgar Yacht Club (PEYC) and PEYC recognises that complaints are an opportunity to identify ways in which the club could be improved.

This Policy is applicable to all members. A complaint might be made by a member, a volunteer, a contractor, or any other person affected or likely to be affected by the actions or decisions of PEYC.

## Protest versus Complaint

There are specific rules regarding race event protests and redress under the Racing Rules of Sailing 2021-24.

<https://www.sailing.org/inside-world-sailing/rules-regulations/>

This policy sets out how PEYC deals with issues where someone is not satisfied or considers that something is wrong which is out-with the jurisdiction of the Racing Rules of Sailing.

## Aims and Objectives of the Complaints Procedure

- Making a complaint is made as straight forward as possible
- All complaints received are acknowledged
- All complaints are taken seriously whether made in person, by telephone, by letter, by fax, or by e-mail
- Complaints are dealt with promptly and politely
- Any response to a complaint will include an explanation, an apology where mistakes have been made, and will provide information on any action taken
- Complaints are an opportunity to review practice and procedures and can be learned from to improve future performance

## Lodging a Complaint

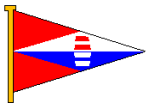
Complaints can be received in writing, by email or by telephone. Where a complaint is received by telephone in the first instance, the complainant will be asked to formally provide details of their complaint in writing in full so that there is no doubt as to the nature and details of the complaint.

## Investigating & Responding to a Complaint

All complaints must be notified to the PEYC Committee for review, investigation and response.

The response will specifically address the issues raised within the complaint. The component parts of the response will include:

- A review of the evidence considered
- A discussion of that evidence by members of the Committee
- The outcome
- What further steps the complainant can take if not satisfied



If the investigation finds that the complainant has grounds for complaint then the following action can be taken in the form of a written response:

- An apology
- Details of remedial action to be taken

A complainant will be informed of their right to an appeal which will be reviewed by another member of the PEYC Committee, or formally complain to the RYA if they are unhappy with the outcome of the appeal.

### **Timeframes**

An initial receipt of the complaint will be given within 7 days.

Complaints will be fully investigated, and a formal response sent within 30 days.

### **Appeals**

Where the complainant is dissatisfied with the original response to any complaint, PEYC will request a review of the complaint, evidence, and response by another member(s) of the PEYC Committee, with a view to determining whether the initial response has been an adequate and acceptable response to the complaint. The result of this assessment will be communicated to the complainant.

Where the complainant is not satisfied with the outcome of the Appeal, the complainant can ultimately complain to the RYA at [training@rya.org.uk](mailto:training@rya.org.uk)

### **Recording of Complaints**

All complaints and outcomes will be discussed and recorded in the Committee meeting minutes.