

OASC Complaints Procedure.

It is hoped that disputes between Members or Members and the Club can be resolved informally, however when this is not possible then the procedure detailed below will be followed.

1. Scope.

- Misconduct by a Member or Members. This includes but is not restricted to
 - o conduct likely to injure the reputation or interests of the Club,
 - o contravention of the **Club Rules** and current **Byelaws and Regulations** of the Club.
- Unfair treatment of a Member or Members by a Club Committee Member or Club Official, either individually or collectively.

NB. Matters subject to the Rules of Racing are excluded.

2. Raising a complaint.

- Any complaint should be in writing and submitted either by email or post and marked **Strictly Confidential** to the Hon. Secretary (Hon.secretary@oasc.co.uk or Ouse Amateur Sailing Club, c/o 4 Langland, Kings Lynn, Norfolk PE30 4TH.
- If the complaint is about the Hon Secretary, it should be addressed to the Commodore (commodore@oasc.co.uk) or (insert postal address).

3. Process.

- The complaint will be acknowledged in writing within 7 days.
- The Commodore or other senior Official will appoint a person or persons not involved in the complaint to investigate the complaint.
 - o The investigator(s) will not serve on any disciplinary panel relating to the complaint but will report their findings to the disciplinary panel.
- No disciplinary action will be taken until the investigation has taken place and the disciplinary panel has reached a judgement.
 - o In extreme circumstances, the Club reserves the right to suspend the Member(s) pending investigation. This action may be taken by any Club Officer.
- The disciplinary panel will be made up of three or more Members of the Club's Committee.
- The disciplinary hearing will be held as soon as possible and within 21 days of receipt of the written complaint, at a time agreeable to all parties.

- A Member who is the subject of disciplinary action will be advised of the nature of the complaint against them within 7 days of the complaint being lodged.
- A Member who is the subject of disciplinary action will be allowed sufficient time to prepare for a disciplinary hearing, at which they will be given the opportunity to state their case.
- The Member will have the right to be accompanied by and represented by a fellow Member at the discretion of the panel.
- A confidential record will be kept of any disciplinary decision.
- A complainant will be informed of the result of the disciplinary procedure when the matter is concluded.
- Trivial or vexatious complaints will be rejected.

4. Appeal.

- The Member may appeal in writing within 7 days of the adjudication.
- Grounds for appeal:
 - o The Club has failed to follow a fair process
 - o The sanction is disproportionate to the offence
- The appeal will be referred to a new panel of 3 Committee Members not involved in the original hearing. They will elect a chairman from their body.
- The appeal hearing will be held as soon as possible on a mutually convenient date.
- The hearing may
 - o uphold the original decision,
 - o reverse it,
 - o reduce the penalty.
- The hearing may **not** increase the penalty.
- The decision of the appeal hearing will be final.

5. Conclusion.

- The complainant will be informed that the matter has been concluded.
- Any sanctions will be applied.

Addenda.

- The above may be reviewed and amended from time to time.
- The above shall be read in conjunction with the **Club Rules**.