



Complaints Policy

Revision V4.0

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At Manvers Waterfront Boat Club (MWBC) we strive to provide an excellent service to our members and visitors.

If you feel we have fallen short of achieving these high standards, we encourage you to work with us to understand where we could do better, and how we can continually make improvements. This complaints procedure aims to establish a clear, transparent and accountable system for you to do this. It is intended to provide a mechanism for raising concerns quickly and for those concerns to be addressed informally.

If your complaint concerns a safeguarding matter please contact one of our Welfare Officers (safeguarding@mwbc.org.uk) in the first instance who will advise the best way for your concerns to be raised, with the matter subsequently being dealt with under the appropriate procedures. Please note that this procedure cannot be used to address complaints that have already previously been heard and is intended to identify genuine areas where we can make improvements.

Whilst we will ordinarily manage complaints in line with the procedure below, we may engage with an independent third party to assist with any investigation or determination of your complaint in line with this procedure.

The Procedure

STAGE 1 – Informal Complaint

Please voice your concerns informally as soon as they arise with the Coach/Instructor, Section Leader or a member of the Committee. In the case of a staff member you may also choose to discuss with one of our Directors. Complaints can often arise due to simple misunderstandings and can often be quickly and satisfactorily resolved by addressing them in this manner.

STAGE 2 – Formal Complaint

If you feel your concerns are not addressed satisfactorily under Stage 1, or you feel they are serious enough to proceed straight to this stage, please formally raise your complaint, in writing, to complaints@mwbc.org.uk. Within your complaint you should provide your personal contact details and provide all relevant details about your complaint (including dates/times and the name of any person(s) involved). If you raise a complaint by any other means, you will be asked to put your complaint in writing. If your correspondence is not clear whether or not it is a complaint, you may be asked to further clarify the position.

We aim to acknowledge every complaint within three working days of receipt. You will be advised at that time the name of the person who will take responsibility for dealing with your complaint and we may ask for further information so that we can properly investigate your complaint.

We will aim to provide a full written response to your complaint within 10 working days of receiving all the information from you. If this is not possible we will notify you and provide you with an explanation for the delay and a date on which you should expect to receive a response.

If your complaint is upheld, we will advise you what, if any, remedy can be applied in the particular circumstances and/or the steps we will take to make improvements to prevent similar issues arising again in the future.

Appeal

If you remain unsatisfied with the outcome or the manner in which your complaint has been handled then you can ask the Directors to review your complaint and the response. You should submit any request within 10 working days of our response to you.

The Directors will aim to acknowledge your request within 3 working days and provide a written response within 15 working days.

In cases where the Directors consider it appropriate they will engage with an independent third party to assist with any investigation or determination of your complaint in line with this procedure.

Equal Opportunities

MWBC aims for this procedure to be clear and accessible to all of our members and visitors. We will take reasonable steps to accommodate any reasonable adjustments you may have to enable you to access this procedure or receive responses to complaints in other formats, and provide such assistance as you may reasonably require.

Confidentiality

Every effort will be made to ensure your complaint is handled confidentially. However, there may be occasions where due to the nature of the complaint, this is not possible. If this is the case, we will discuss this with you directly. We may consider anonymous complaints but it is often very difficult to investigate complaints made in this manner.

Record Keeping and Data Protection

All records from this complaints process, both informal and formal, will be retained in a secure and confidential manner by MWBC in accordance with the MWBC Data Protection Policy and any applicable data protection legislation in effect at the time of the complaint including the UK General Data Protection Regulation and the Data Protection Act 2018.

Responsibility and Review

This procedure will be subject to regular review and amendment by MWBC and approval by the Committee.