



Unity Artistic – Complaints Procedure

Date: 18 December 2024

Informal Issues

It is central to our Club that members are happy, healthy and thriving as part of Unity Artistic. We encourage all members to discuss issues/ concerns/ niggles with us as they arise. We commit to timely and proportionate action to ensure the Club remains a positive environment for all. As such we hope and intend for the majority of issues to be handled and resolved informally long before requiring formal complaint.

1. Submitting a formal complaint

Any club member may at any time make a complaint to the club chairperson, or if the complaint is regarding the chairperson, it should be sent to the Vice Chair.

The complaint must be in writing.

The complaint must include the following information for the Chair/ Vice Chair to decide on the appropriate course of action:

- The person or persons against whom the complaint is being made
- The grounds of the complaint with supporting evidence

The Chair/ Vice Chair shall acknowledge receipt of the complaint with 72 hours from receipt.

2. Investigation

The first step in resolving a complaint shall be to complete necessary investigation. The Chair/ Vice Chair shall either:

- i. Resolve the complaint directly by taking appropriate action in cases where the information provided is clear and the actions to address can be undertaken without the need for Committee approval.
- ii. Set up a complaints committee consisting of 2 club committee members and/or senior members of the club who are not directly involved in the complaint who will take responsibility for primary investigations into the complaint. No club member having a particular interest in the subject matter of the complaint shall be eligible to serve on the complaints committee.



- iii. Request further detail in writing should they feel the complaint does not sufficiently specify the matters referred to. If such information is not received within 14 days, it will be recommended to the Committee that the complaint be dismissed.

The Complaints Committee shall convene a meeting to hear the complainant, any persons against whom the complaint is made and any other persons the committee wish to hear from as a witness.

At the conclusion of the hearing, the Complaints Committee shall submit a full written report of the complaint and findings to the Club Committee within 3 days. It shall also confirm in writing the findings/ decision (including disciplinary action to be taken) to:

- To the complainant
- To any persons against whom the complaint is made

3. Complaint outcomes

The Chair/ Vice Chair/ Complaints Committee will attempt to resolve the complaint to the satisfaction of the complainant.

If the complaints committee decide that the complaints raise any matter involving a breach of the club rules, they will refer the complaint back to the full club committee to take the appropriate action including disciplinary action where appropriate.

4. Right of appeal

Any party to the complaint may appeal to the Club Committee in writing within 21 days.

In the case of an appeal the club chairperson or vice-chairperson will appoint an appeal committee consisting of 3 persons made up of eligible club committee members who were not part of the complaints committee and persons outside of the club administration. The appeal committee should elect a chairperson at the first meeting.

The decisions made by the appeals committee shall be absolute.

All involved in the complaint shall be notified in writing.