PEAKS COMPLAINTS PROCEDURE

As adults, it is expected that all members treat each other with respect and take personal responsibility for their actions/behaviour. As far as is possible, any issue should be resolved in a low-key manner between the individuals concerned. If there are concerns about making a direct approach on their own to the individual/s concerned, they should speak in confidence to a member of the Committee first informally and seek their support to resolve the issue in a low-key manner.

Formal Complaint Process

Formal complaints against a member or the club need to be submitted in writing or email to the chairperson or secretary giving a full description of the issue involved including date and involved parties.

Written complaints will be acknowledged within 14 days.

Complaints will be considered by the committee or a complaints sub group of the committee who will respond in writing. The investigation, may include interviews with the complainant, respondent, and any witnesses.

Resolution

The findings and any actions to be taken will be communicated to the complainant and respondent.

Disciplinary Actions

The disciplinary actions that may be imposed under these guidelines include:

• a warning as to future conduct;

• suspension of Club membership;

• removal of Club membership;

• removal from office of a Club committee member;

• exclusion of a non-member from the Club, either temporarily or permanently.

• not approving a non-member's current and/or future membership applications.

Appeals Process

Any appeal must be submitted within 28 days of the club's decision.