

**Complaints policy**

(a) All concerns, allegations or reports of poor practice/abuse relating to the welfare of children and young people will be recorded and responded to swiftly and appropriately in accordance with the club’s child protection policy and procedures. The Club Welfare Officer is the lead contact for all members in the event of any child protection concerns

(b) All complaints regarding the behaviour of members should be presented and submitted in writing to the Secretary.

(c) Shepperton Slalom Canoe Club Committee will make the relevant party/s aware of the complaint against them on a confidential basis. They have the right to submit their account of the dispute to the Secretary within *7* days of notification.

(d) The Committee will meet to hear complaints within 14days of a complaint being lodged. The committee has the power to take appropriate disciplinary action including the termination of membership.

(e) The outcome of a disciplinary hearing should be notified in writing to the person who lodged the complaint and the member against whom the complaint was made within 21days of the hearing.

(f) There will be the right of appeal to the Management Committee following disciplinary action being announced. The committee should consider the appeal within 7days of the

Secretary receiving the appeal.

**Useful Contacts**

Secretary – Shane Timlin-

Welfare Officer – Claire Clements – clementsclaire12@aol.com – 07880811781

Adopted at the full committee meeting 21/02/2017