



CYCLE SEAHAVEN

REPRESENTATIONS & COMPLAINTS PROCEDURE

Cycle Seahaven Committee acknowledges the exceptional range of skills and interests of club members. We welcome constructive criticisms and suggestions for improvements or developments for the future of the club. We hope members will always feel able to make such suggestions to committee members quite separately from this procedure.

Representations and Complaints Procedure – Approved 7-3- 2017

1. Introduction

- a. Cycle Seahaven recognises that club members or the wider public may have concerns or queries they wish to bring to the attention of the Cycle Seahaven Committee (CSC) or to one or more of its Ride Leaders (who may choose to refer individuals to a committee member).
- b. The aim of CSC is always to resolve any such concern or query at the earliest possible stage and informally by discussion.
- c. As a voluntary club we have limited resources. In these circumstances the procedure outlined below - which allows for matters to be dealt with formally if necessary - is designed to resolve matters quickly for the sake of all concerned and with a minimum number of actions.
- d. Examples of representations or complaints could include matters that may bring the reputation of the club into disrepute; an issue of safety or the grading of a ride; a club policy or procedure which it is felt may be in need of further review or revision, or the perceived absence of a policy.
- e. Specific examples of actions by a club member(s) leading to a complaint and/or sanctions include:
 - i. Discourteous, crude or offensive behaviour;
 - ii. Conduct of an unsafe nature;
 - iii. Offensive disregard for equipment or property;
 - iv. Refusal to carry out reasonable guidance or instructions issued by an event official or ride leaders/organisers;
 - v. Any other actions of similar gravity to the above, at the discretion of CSC.

- f. The most extreme concerns may be beyond the remit of the club to resolve and could include a referral to statutory bodies including the police, e.g.
 - i. Any attempt to achieve gain or advantage over others by unfair or unscrupulous means;
 - ii. Theft or misappropriation;
 - iii. Use of threatening or abusive behaviour;
 - iv. Participating in CS activities whilst under the influence of drugs or alcohol;
 - v. Malicious interference with equipment or property;
 - vi. Reckless disregard for one's own or other people's safety;
- g. CSC reserves the right to apply sanctions concerning matters as defined above and any other matter CSC decides falls within the scope of this policy to club members and committee members alike, up to and including membership being revoked by CSC forthwith, subject to appeal.

2. Stage 1.

- a. At the earliest opportunity please bring your concern to the attention of a committee member or ride leader (who may refer you to a designated committee member). It is intended that discussion and reflection at this stage will be sufficient to resolve the matter.
- b. WHERE YOU DO NOT WISH TO PROCEED WITH A COMPLAINT you, or a member of CSC, may still wish to ensure the Committee is aware of the issue you have raised. In this case please complete the short form for the attention of the Committee under the Representations and Complaints section of the CS website.
- c. Depending on the nature of the concern, the matter will then be dealt with by a designated committee member(s) and brought to the attention of the committee chair.

3. Stage 2.

- a. IF YOU ARE NOT SATISFIED WITH THE RESOLUTION OFFERED AT STAGE 1, please complete the short form for the attention of the Committee under the Representations and Complaints section of the CS website and briefly outline why you are dissatisfied with how the matter has been dealt with and/or why you wish to pursue your complaint.
- b. The CS Chair or his/her nominee will then delegate one or more CSC members to investigate this on his/her behalf.

- c. A timetable for the investigation will be outlined by the designated committee member(s) and confirmed in writing.
- d. The formal outcome of the investigation and response to the complainant will be in writing for and on behalf of CSC.
- e. It is acknowledged that a complaint could be made by, about or involving a CSC member. In this case, and if there is no other option, non-committee club members with relevant qualifications or experience will be asked by the CSC to investigate and report on a specified timetable.

4. Sanctions The following are examples and are not meant to exclude any other reasonable sanction which CSC may wish to apply.

- a. A person or persons can be asked to desist from joining or leading certain rides by the Chair or his/her nominee for a stated period which would have to be confirmed in consultation by a minimum of 3 committee members and recorded as a Confidential item in CSC minutes at the next available meeting. The member may appeal this decision in person or in writing to the CSC Chair or his/her nominee. The member should desist from joining the designated rides whilst the decision is reviewed.
- b. In extreme circumstances it is envisaged that a committee member could be asked to stand down for a defined period or indefinitely - a decision that would have to be confirmed by majority vote at a quorate CSC meeting and conveyed to the individual in writing. The individual may appeal this decision in writing (see Appeals).
- c. In extreme circumstances a club member could have their membership terminated for a defined period or indefinitely - a decision that would be confirmed by majority vote at a quorate CSC meeting and conveyed to the individual in writing. The individual concerned may appeal this decision in writing (see Appeals).

5. Appeals

- a. Matters under 4a & 4b above are intended to be dealt with quickly by discussion. In the unlikely event of an appeal this would normally be made to the Chair or his/her nominee(s) and only brought to the Appeals sub-committee if the matter cannot be resolved by other means.
- b. Appeals to the Appeals sub-committee must be in writing, stating the reason for the appeal with regard to any matter the complainant believes has not been dealt with, or not been dealt with appropriately thus far.
- c. The Appeals sub-committee will review decisions and supporting evidence and re-interview individuals as necessary.

- d. The decision of the Appeals sub committee will be confirmed in consultation with the CSC Chair or his/her nominee and will be conveyed in writing to the complainant or person sanctioned by CSC.
- e. The decisions of the Appeals sub-committee will be final.

FORM RC1 Cycle Seahaven Complaint Procedure

Name

Preferred Title

Date

Brief details of concern/Brief outline of complaint

Have you discussed this with a committee member/ride leader y/n

How would you prefer to be contacted by

email (tick)

tel

either

email address

Tel # (optional)