



CYCLE SEAHAVEN COMPLAINTS POLICY & PROCEDURE

Cycle Seahaven (CSH) Complaints Policy is based on that of Cycling UK which aims to provide an efficient & transparent response, a fair & clear procedure, and handle all complaint information sensitively & in line with GDPR requirements. Complaints must refer to present or past issues occurring within the last 3 months.

Examples of actions leading to a complaint may be:

- Discourteous, crude or offensive behaviour or conduct of an unsafe nature;
- Actions bringing the Club's reputation into disrepute;
- A club policy/procedure which is felt to need review, or the perceived absence of a policy/procedure.

Extreme concerns may be beyond the Club's remit to resolve, involving a referral to statutory bodies such as the Police, e.g. These examples may include:

- Theft or misappropriation;
- Use of threatening or abusive behaviours;
- Safeguarding issues.

Stage 1 - Initial Enquiries.

- At the earliest opportunity report your concern to a Committee Member or Ride Leader (who may refer it to a Committee Member). It is intended that discussion and reflection at this stage will be sufficient in resolving the matter.
- You may also complete the Complaints Form, to be submitted direct to CSH Chair, even if you do not wish to proceed with a formal complaint but to ensure the Committee are aware of your concern.

Stage 2 - Formal Investigation.

- If you are dissatisfied with the resolution offered at Stage 1, complete a Complaints Form to be submitted direct to CSH Chair, citing reasons why you wish to pursue your complaint.
- The CSH Chair (or his/her nominee) will allocate one or more appropriate Committee Members to conduct the investigation.

- A timetable confirmed in writing will be outlined by the designated Committee Member(s) conducting the investigation, and the complainant kept up-to-date with enquiry findings.
- The formal outcome of the investigation and response to the complainant will be in writing, for and on behalf of the Committee.

Should a complaint involve a Committee Member, a non-committee Club Member(s) with relevant qualifications or experience will be asked by the Committee to conduct an investigation on their behalf, as outlined above.

Sanctions

The following sanction examples do not exclude other reasonable which the Committee may wish to apply;

- Prohibition from joining or leading (certain) rides for a stated period agreed in consultation by a minimum of 3 x Committee Members, and recorded as a Confidential Item in the minutes at the next Committee meeting.
- Request for a Committee Member to stand down for a defined period or indefinitely, agreed by majority vote at a quorate Committee meeting and conveyed to the individual in writing.
- Suspension of CSH membership for a defined period or revoked, agreed by majority vote at a quorate Committee meeting and conveyed to the individual in writing.

Appeals

- Anyone can appeal within 28 days should they consider the outcome to still not reach expectations, or their sanction to be unjust.
- Appeals must be in writing citing the reason, and addressed to the Appeals Sub-Committee who will be a new individual or group selected within the Committee or Club member(s), by CSH Chair.
- The Appeal Subcommittee's decision will be reached in consultation with CSH Chair (and/or his nominee) and conveyed in writing to the complainant.

VEXATIOUS

There may be occasions when a complainant exhibits uncooperative behaviours during the Complaints Procedure, and/or simply refuses to accept the issues are outside of the Committee's authority, or the final outcome as just.

If the Committee feel the complaint is commanding a disproportionate amount of time, or remains being pursued for purpose of annoyance or disruption, in consultation with CSH Chair the complaint will be considered vexatious. The complainant will then be informed by writing that the Complaints Procedure has been followed in full and the case is now closed with no further correspondence due to serving no further useful purpose.

For Complaint Form click [HERE](#)

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