

## **Golden Edge Nelson Rowing Club**

### **FORMAL COMPLAINTS PROCEDURE**

As set out in the Complaints Policy, a formal complaint would usually be made after efforts have been taken to resolve concerns Informally.

To make a formal complaint, the complainant must:

- (a) Write down the details of the complaint including:
  - the complainant's name, address and contact phone number.
  - specific details about the matter of the complaint including dates, times, people involved, location etc.
  - what efforts that have been made to resolve the matter.
- (b) Address the formal complaint to the Club President or to a Committee Member.

### **Procedure for Complaints**

The following procedure will be used for complaints:

1. The letter of complaint will be acknowledged by the Club President within 7 days of receipt and the complainant advised of the next steps in the process. The letter will become part of the correspondence that will be dealt with at the next committee meeting while the public is excluded.
2. The letter will be tabled at the committee meeting. The Committee will decide whether to deal with the matter as a whole or appoint a sub-committee to investigate and make recommendations to the Committee.
3. Where it is in the interest of natural justice to expedite consideration of the complaint, the Club President may seek committee approval for a sub-committee to consider the complaint and make recommendations to the committee meeting at which the complaint letter is tabled. (This may be relevant depending on the timing of committee meetings).
4. The Committee or sub-committee will determine an appropriate process for investigating the complaint. Normally this will include talking to the person about whom the complaint has been made, interviewing anybody else who may have had a part to play, and gathering documentary evidence.

NRC Complaints Procedure

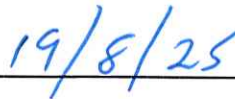
5. A person involved in a complaint may be accompanied by a support person during discussions of the complaint.
6. At meetings of the Committee or sub-committee, reports will be received, and the parties may be invited to speak to their complaint or answer questions. The Committee or sub-committee will consider the evidence and/or information and come to a decision or recommendation.
7. The Committee will come to a resolution as to how to respond and/or what action will be taken.
8. The Committee's response will be communicated in writing to the parties to the complaint. Communication may be either in confidence or to Club members, depending on the case.
9. Any of the parties may request the Committee to reconsider their decision. Normally reconsideration will only take place if new information is produced that is relevant to the Committee's deliberation.
10. If any of the parties are dissatisfied with the outcome of the Committee's investigation, they may call a Special General Meeting of the Club following the procedure set out in the Club's Constitution (which is available on the Club's website).

NRC Complaints Procedure

Agreed:



Signature (Chair)



Date

**Review Schedule:** Annual  
**Review Date:** July 2025  
**Supporting Documents:** NRC Constitution  
NRC Complaints Policy