

# **DSGC COMPLAINTS AND DISCIPLINARY PROCEDURES**

## **Statement of Intent**

Devon & Somerset Gliding Club ('the Club') believes that Club members, their guests and visitors to the Club are entitled to expect courtesy, consideration and to be able to operate within a culture of safety. The development and maintenance of such a safety culture relies on everyone being able to trust one another, and for each person to show consideration and to have a duty of care for fellow participants. To this end, the Club Management Committee expects certain minimum standards of behaviour from Club members, their guests and visitors to the Club. This includes a responsibility for all Club members, their guests and visitors, to bring to the attention of any Club official any situation which is believed to constitute a hazard, so that adequate mitigation can be applied, or risk of exposure to the hazard can be removed.

## **Aim**

The Club Management Committee aims to bring all concerns about the running of the Club to a satisfactory conclusion for all the parties involved.

If, having followed the Club's Complaints and Disciplinary process, a Club member is unhappy with a decision made by the relevant Club Officer or by the Complaints and Disciplinary Committee, they have a right to appeal. The Appeals process is set out in the Club's Appeals policy.

## **Flying Matters**

All complaints concerning flying operations shall be dealt with by the duty instructor or the Chief Flying Instructor (CFI) or any delegated Club Officer.

- Anyone making a complaint relating to a flying matter shall initially refer the complaint to the duty instructor on the day.
- If the matter cannot be satisfactorily resolved on the day by the duty instructor, or if the complaint is in relation to the duty instructor, then the complaint shall be referred to CFI.
- The CFI shall initiate investigations into any complaint of misconduct or bad practice that is referred to him/her.
- The CFI shall inform the Club Management Committee on the progress of the investigations.
- Records of all written complaints and of the investigations shall be kept confidential.
- The CFI shall furnish the individual with details of the complaint that has being made against him/her and afford him/her the opportunity of providing a response verbally or in writing.
- Where it is established that an incident of misconduct or bad practice has taken place, the CFI shall notify the member of any sanction being imposed. The notification shall be made in writing, setting out the reasons for the sanction. If the member is under 18 years of age the correspondence shall be addressed to the parents/guardians.

## Matters not concerned with Flying

The Club shall appoint a Complaints and Disciplinary Committee to resolve problems concerning the conduct of its members.

- Matters relating to child abuse should be dealt with under the Club's Child Protection policy
- Anyone making a complaint not relating to a flying matter shall initially refer the complaint to the Club Chair, or in his absence the Vice-Chair, or if neither are at the Club, then any member of the Management Committee (not directly involved in the complaint). If the matter cannot be satisfactorily resolved on the day, or within 2 weeks of date of the occurrence giving rise to the complaint and after every reasonable attempt at mediation between the parties has been made, or if the complaint is in relation to the Chairman, then the complaint must be referred to the Complaints & Disciplinary Committee without delay.
- The Complaints & Disciplinary Committee shall be made up of three people (Management Committee Members or Directors) not related to the complaint in question formed by the Chair or a member designated by the Chair upon receipt of a written complaint and be made up of three people (Management Committee Members or Directors either current or having fulfilled one of those roles within the past 7 years or current members who have been full flying members for a minimum of 3 years) not related to the complaint in question. One of the members will be nominated by the Chair or elected by the members of the Complaints Committee to head the Complaints Committee and be the single point of contact. The Complaints and Disciplinary Committee shall initiate investigations into any complaint of misconduct or bad practice.
- The Complaints and Disciplinary Committee shall inform the Club Management Committee on the progress of the investigations.
- Records of all complaints made in writing and of the investigations shall be kept confidential.
- If the complaint is made by or is about a member of the Complaints and Disciplinary Committee that person shall stand aside and be replaced for the purpose by another member of the appointed reserve list.
- The Complaints and Disciplinary Committee shall furnish the individual concerned with details of the complaint that has being made against him/her and afford him/her the opportunity of providing a response verbally or in writing.
- Where it is established that an incident of misconduct or bad practice has taken place, the Complaints and Disciplinary Committee shall notify the member of any sanction being imposed. The notification shall be made in writing, setting out the reasons for the sanction. If the member is under 18 years of age the correspondence shall be addressed to the parents/guardians.

This policy was revised and adopted at a meeting of Devon & Somerset Gliding Club Management Committee held on Wednesday 2nd December 2020

Signed on behalf of the Management Committee \_\_\_\_\_

Role of signatory (e.g. Chairman etc) \_\_\_\_\_

original signed by the Chairman