**Chesil Sailability**

**Complaints Procedure**

1. **Introduction**

We take all concerns and complaints seriously. They can help us improve and maintain our high standards.

Feedback is very important to us and can help us pick up problems at an early stage. We have a feedback process for all members.

* Volunteers are asked for feedback after each sailing session. These comments are logged, dealt with or taken to the committee.
* Sailors are also asked for feedback at the end of each session.

**2. How to make a verbal complaint and what we will do**

* Please talk to us in the first instance, if you have any concerns or comments, as we may be able to resolve the problem ‘on the spot’ or very quickly. Talk to us at the time if possible.
* It is best if you can talk to a Trustee; if you talk to another member, they can direct you to a Trustee
* Phone us: please leave a message on the Chesil Sailability mobile 07543656390 and will call you back as soon as possible.
* We will:
* Listen.
* Find out what the problem is, checking we understand clearly.
* Apologise for any obvious mistake or failing in the standard of service provided.
* If possible, agree how to resolve the problem and agree any further action and timescale.
* Report the problem and how it has been dealt with to the trustees.

Any concern or complaint about operational safety or safeguarding will be followed up urgently.

1. **Written and unresolved verbal complaints and what we will do**

Write to us by email to secretary@chesilsailability.org.uk. Or by letter to Chesil Sailability, c/o 42 South Court Avenue, Dorchester, Dorset, DT1 2BZ

If we cannot resolve your verbal complaint as suggested above or you send a written complaint, and further discussion, investigation, action or a more detailed response are needed we will take the following steps:

* Confirm that you wish to make a complaint, and check personal and contact details if necessary.
* The Secretary will acknowledge that your complaint has been received.
* The Secretary will work with a relevant Trustee or member to investigate and determine action to be taken.
* Respond to you within 2 weeks, giving details of the investigation/action proposed with timescales where appropriate.
* If we need to meet with you, at least two Trustees (independent of the issue) will attend and a full written record will be taken. You are very welcome to bring someone with you, often useful for all involved.
* Following the investigation, you will get a response within 1 month. If for some reason this target cannot be met, you will be sent a letter within 1 month explaining this and giving a new timescale.
* Hopefully once we have investigated the problem and responded to you and taken action or agreed a way forward, the complaint will be resolved.
* The Secretary will keep a record of the process, investigation, actions and agreements reached and this will be shared with the trustees.

1. **Operational safety & safeguarding**

If we feel that a member (volunteer or sailor) cannot continue to be part of sailing, training or social sessions or any Chesil Sailability activities while the issue is worked through, e.g. for reasons of operational safety or safeguarding, this will be managed through the Disciplinary Procedure.

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| **V** | **Date** | **Author** | **Reason** |
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