

## **Poverty Bay Kayak Club Complaints Policy**

The purpose of this policy is to provide a fair and transparent process for handling complaints from members, participants, or other stakeholders of Poverty Bay Kayak Club. This policy applies to all members, participants, volunteers, staff, and stakeholders involved with Poverty Bay Kayak Club

**Definition of Complaint:** A complaint is defined as any expression of dissatisfaction or concern raised by a member, participant, or stakeholder regarding any aspect of the activities, services, or conduct associated with Poverty Bay Kayak Club.

**Informal Resolution:** Whenever possible, complaints should be resolved informally and promptly. Individuals with a complaint are encouraged to discuss their concerns directly with the relevant club representative, coach, or staff member.

### **Formal Complaint Process:**

1. If a complaint cannot be resolved informally, the complainant may submit a formal complaint in writing to the Poverty Bay Kayak Club Committee.
2. The written complaint should include details such as the nature of the complaint, the individuals involved, and any relevant evidence or documentation.
3. Upon receipt of a formal complaint, Poverty Bay Kayak Club Committee will acknowledge the complaint within 7 days of receiving it and initiate an investigation.

### **Investigation Process:**

4. An impartial investigation will be conducted by Poverty Bay Kayak Club's Committee to gather all relevant information and evidence.
5. The investigation may interview parties involved, review documentation, and take any other necessary steps to understand the complaint fully.
6. The investigation will be completed within a reasonable timeframe, and confidentiality will be maintained to the extent possible.

### **Resolution:**

7. Following the investigation, Poverty Bay Kayak Club's Committee will communicate the findings and any resulting actions or decisions to the complainant.
8. If the complaint is found to be valid, appropriate measures will be taken to address the issue and prevent recurrence.
9. If the complaint is not upheld, Poverty Bay Kayak Club's Committee will provide reasons for this decision and offer the complainant an opportunity to seek further clarification if needed.

**Appeals Process:** If the complainant is not satisfied with the outcome, they may appeal the decision within 7 days by submitting a written request for reconsideration to Poverty Bay Kayak Club's Chairman.

**Record Keeping:** Poverty Bay Kayak Club will maintain records of all complaints received, including details of the complaint, investigation, and resolution, while ensuring compliance with data protection regulations.

**Contact Information:** For any inquiries or to submit a complaint, please contact [povertybaykayakclub23@gmail.com](mailto:povertybaykayakclub23@gmail.com)