

# Complaints Procedure | Wilsonian SC



If you are dissatisfied with any aspect of the club, we would like to hear from you and try to resolve the issue as soon as possible. We have a complaints procedure that aims to ensure that all complaints are handled fairly, consistently, and promptly. Complaints are kept secure for length a time defined in our Data Protection Policy.

The following procedure outlines the steps that should be undertaken when making a complaint:

1. Contact the Honorary Secretary at [secretary@wilsoniansc.org.uk](mailto:secretary@wilsoniansc.org.uk) and explain the nature of your complaint who should acknowledge your complaint within 48 hours and notify the requisite parties/Officers with a view to attempting to resolve it within 14 days.
2. If you are not satisfied with the outcome, you can escalate your complaint by contacting one or more of the flag officers who should acknowledge your complaint within 48 hours and attempt to resolve it within 14 days.
3. If you are not satisfied with the outcome, you can escalate your complaint by contacting the Honorary Secretary at [secretary@wilsoniansc.org.uk](mailto:secretary@wilsoniansc.org.uk) who will appoint a lead General Committee Member to form a group of no less than three General Committee Members to investigate further and subsequently respond within 14 days after their initial meeting has been held.
4. If you are not satisfied with the outcome, you can request an independent arbitration by contacting the Royal Yachting Association (RYA) who will appoint an arbitrator to hear both sides of the case and make a binding decision within 28 days.

The club endeavours to reply by the timings set above however, reasonable extensions maybe required due to leave and/or utilisation.

If the originator of the complaint has not responded to the outcome advised within 7 days, the complaint will be deemed resolved and no further action will be taken.

Where a potential conflict of interest is deemed to exist, the Honorary Secretary may directly proceed a subsequent stage this procedure.

We hope that you will never have to use this complaints procedure, but we assure you that we will always treat your complaint seriously and respectfully. We value your feedback, and we strive to improve the club and its facilities for all our members and guests.