



Mid Somerset Camera Club Complaints Procedure

1. Purpose

The purpose of this complaints procedure is to provide a clear and structured process for members to address their concerns or complaints within the camera club. It aims to resolve issues promptly, fairly, and with transparency, ensuring a positive and supportive club environment.

2. Informal Resolution

Many issues can be resolved informally through open communication. Members are encouraged to discuss concerns with the involved parties before initiating a formal complaint.

3. Formal Complaint Process

Step 1: Filing a Complaint

- a. Submit the complaint in writing: The complainant should document the issue, including details such as date, time, location, individuals involved, and a concise description of the problem.
- b. The complainant should contact the Club Secretary to initiate the formal complaint process.

Step 2: Complaint Acknowledgment

Upon receiving the written complaint, the Club Secretary will acknowledge its receipt within 7 calendar days.

Step 3: Investigation

- a. A neutral and impartial investigator, not directly involved in the complaint, will be designated.
- b. The investigator will gather information, including statements from the complainant, the individuals involved, and any witnesses.
- c. All information shared during the investigation will be kept confidential to the extent allowed by law.

Step 4: Resolution

- a. The investigator will present their findings and recommendations to the Club Secretary, who in turn will inform the Club Committee.
- b. The Club Committee will sign off any complaint investigation prior to communication to the complainant. This will include a review of suggested actions.
- c. Implementation of any required actions will be assigned by the Club Committee.
- d. The Club Secretary will inform the complainant of the outcome and any actions to be taken within 7 calendar days of receiving the Club Committee's review.

Step 5: Appeal

If the complainant is dissatisfied with the resolution, they may file an appeal within 7 calendar days of receiving the response.

- a. The appeal should be submitted in writing to the Club Chair.
- b. An appeal panel, composed of impartial club committee members, will be formed without undue delay to re-evaluate the complaint and resolution. The panel should endeavour to reach a final decision within 14 calendar days of the appeal panel being formed.

Step 6: Final Decision

The appeal panel will recommend a final decision to the Club Committee. Following review by the Club Committee, this final decision will be communicated by the Club Chair to the complainant.



4. Records

The Club will maintain detailed records of all complaints, including the complaint itself, investigative materials, resolutions, and appeals, for 2 years.

5. Review and Continuous Improvement

The Club will periodically review its complaints procedure to ensure its effectiveness.

6. Communication

Throughout the process, clear and timely communication is vital. All parties involved should be kept informed of the progress and outcomes of the complaint.

7. Non-Retaliation

The Club shall ensure that no member experiences retaliation or negative consequences for filing a complaint in good faith.

10. Implementation

This complaints procedure will be made available to all Club members.

By implementing this structured complaints procedure, the camera club can effectively address and resolve issues or concerns raised by its members while promoting a respectful and supportive club environment.