



NANTWICH NEPTUNE LIFESAVING CLUB

COMPLAINTS POLICY

Nantwich Neptune Lifesaving Club is affiliated to the Royal Life Saving Society (RLSS UK) and fully accepts its responsibilities under the Society's Code of Conduct and policies.

PRINCIPLES

Nantwich Neptune Lifesaving Clubs has adopted the principles set out by the RLSS UK in relation to managing complaints.

All complaints should be made in writing to the club secretary, providing as much detail as possible.

MANAGEMENT OF COMPLAINTS

Action	Time Scale	Lead
Complaint received in writing from a member		
Executive Committee meet to hear complaint	Within 14 Days	Club Secretary
Decision notified in writing to complainant	Post Meeting	Club Secretary
Appeal against decision – this must be made in writing to the Club Secretary	Within 7 Days of outcome letter	Individual
Club membership notified and a majority vote on the issue is arranged	Within 14 Days of appeal letter	Club Secretary
Final outcome notified to individual and club membership	Within 7 Days of majority vote	Club Secretary