

# **COMPLAINTS AND DISCIPLINARY POLICY**

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## **Edgehill Gliding Centre Limited - Complaints & Disciplinary Policy**

### **1. Statement of Intent**

Edgehill Gliding Centre Limited ('the Club') believes that Club members, their guests and visitors to the club are entitled to expect courtesy, consideration and to be able to operate within a culture of safety. The development and maintenance of such a safety culture relies on everyone being able to trust one another, and for each person to show consideration and to have a duty of care for fellow participants. To this end, the Club Directors expect certain minimum standards of behaviour from Club members, their guests and visitors to the Club. This includes a responsibility for all Club members, their guests and visitors, to bring to the attention of any Club official, any situation which is believed to constitute a hazard, so that adequate mitigation can be applied, or risk of exposure to the hazard can be removed.

### **2. Aim**

The Club Directors aim to bring all concerns about the running of the Club to a satisfactory conclusion for all the parties involved.

If, having followed the Club's complaints and disciplinary process, a club member is unhappy with a decision made by the relevant Club Officer or by the Complaints and Disciplinary Committee, they have a right to appeal. The Appeals process is set out in the Club's Appeals Policy.

### **3. Flying Matters**

All complaints concerning flying operations shall be dealt with by the Duty Instructor or the Chief Flying Instructor (CFI).

- A member making a complaint relating to a flying matter shall initially refer the complaint to the Duty Instructor on the day.
- If the matter cannot be satisfactorily resolved on the day by the Duty Instructor, or if the complaint is in relation to the Duty Instructor, then the complaint shall be referred to the CFI.
- The CFI shall initiate investigations into any complaint of misconduct that is referred to them.
- The CFI shall inform the Board of Directors on the progress of the investigations.
- Records of all written complaints and of the investigations shall be kept confidential.
- The CFI shall furnish the individual with details of the complaint that has been made against them and afford them the opportunity of providing a response verbally or in writing.
- Where it is established that an incident of misconduct has taken place, the CFI shall notify the member of any sanction being imposed. The notification shall be made in writing, setting out the reasons for the sanction. If the member is under 18 years of age, the correspondence shall be addressed to their parents/guardians.

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## 4. Matters not concerned with Flying

The club shall appoint a ‘Complaints and Disciplinary Committee’ to resolve problems concerning the conduct of its members.

- Matters relating to child abuse should be dealt with under the Club’s Child Protection Policy
- A member making a complaint not relating to a flying matter shall initially refer the complaint to the Club Chairman. If the matter cannot be satisfactorily resolved on the day by the Chairman, or if the complaint is in relation to the Chairman, then the Chairman will refer the matter to the Complaints & Disciplinary Committee
- The Complaints & Disciplinary Committee shall be made up of three people (Directors or Club Managers) not related to the complaint in question. This Committee will be decided following each AGM and will include a prioritised reserve list to cover the eventuality of a member’s involvement with a complaint.
- The Complaints and Disciplinary Committee shall initiate investigations into any complaint of misconduct.
- The Complaints and Disciplinary Committee shall inform the Board of Directors on the progress of the investigations.
- Records of all complaints made in writing and of the investigations shall be kept confidential.
- If the complaint is made by, or is about a member of, the Complaints and Disciplinary Committee, that person shall stand aside and be replaced for the purpose by another member of the appointed reserve list.
- The Complaints and Disciplinary Committee shall furnish the individual concerned with details of the complaint that has been made against him/her and afford him/her the opportunity of providing a response verbally or in writing.
- Where it is established that an incident of misconduct has taken place, the Complaints and Disciplinary Committee shall notify the member of any sanction being imposed. The notification shall be made in writing, setting out the reasons for the sanction. If the member is under 18 years of age, the correspondence shall be addressed to their parents/guardians.

Although the ACAS (Advisory, Conciliation and Arbitration Service) Code of Practice is designed for employers and employees, it may be used to assist in complaints and disciplinary matters in relation to the Club, as an example of good practice.

This policy will be reviewed every 3 years, but may be reviewed sooner, should the Directors deem it is necessary.

This policy was adopted at a meeting of Edgehill Gliding Centre Limited held on 1 Nov '21



Signed on behalf of the Directors

Jon Carlton

Role of signatory (e.g. Chairman etc): Company Secretary and Director