

# St Edmundsbury Life Saving Club



## Complaints Policy

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## Policy Statement

St Edmundsbury Life Saving Club (SELSC) is affiliated to the Royal Life Saving Society (RLSS UK) and fully accepts its responsibilities under the Society's Code of Conduct and polices.

## Principles

Under the club constitution (Section 7) the club has adopted the principles set out by the RLSS 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

## Review of Policy

This policy will be subject to review in line with RLSS UK guidance.