



BRSC Complaints Procedure

-2025-

The BRSC is a club of volunteers and as such we encourage friendly discourse rather than complaints. 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.

How to make a complaint

Please make your complaint initially to any member of the committee. This committee member may choose to help you to resolve your complaint or document your complaint if it is felt necessary to do so.

If you wish to make a formal written complaint, please email/write your complaint to the Captain(captain@brsc.org.uk) or the Secretary(secretary@brsc.org.uk).

How the complaint will be investigated

The complaint will be acknowledged within 14 days and will be documented, and shared with the committee.

The committee may choose to hold an extra committee meeting to understand and discuss the complaint.

They will look at the evidence, and they may interview witnesses and document their experience of the incident.

When the process will apply

The complaints process will apply should any member of the club, or indeed someone from outside of the club, have reason to complain.

Timelines confirming progress updates

Any complaint will be heard by the committee and hopefully resolved before the next series of races.

Confidentiality

The complainant and the nature of the complaint will be handled with strict confidentiality among the committee.

Outlines of potential outcomes

Either the complaint will be upheld, and action will be taken to address the concerns, or the complaint will be dismissed. Either way, the complainant will be kept informed of the process and the outcome.

Appeals process

The appeals process will need to give a clear reason, and likely new information to help the committee understand why the complainant is dissatisfied with the outcome of the complaint.