

## **GRIEVANCES and COMPLAINTS**

**Your Sailability Branch believes members have the right to expect that the Committee will make every endeavour to ensure sailing is provided in a safe environment which meets the needs of members with respect for individuality and personal values.**

- All members will be made aware of the grievance procedure.
- Members have the right to complain about the program and to expect that their concerns will be dealt with promptly without fear of retribution.
- The member/s who lodged the complaint has the right to expect that the matter will be treated confidentially. The member/s permission will be obtained before other parties are involved.
- Members will be encouraged to have an advocate present throughout the process. An advocate can be a family member, friend or an accredited independent advocate.
- All complaints should be documented and recorded on the member's file.

### **Grievance Procedure**

Raise your concerns with the Sailing Officer of the day.

If the matter is not resolved to your satisfaction or the matter concerns the Sailing Officer, you have the right to express your concerns to the President.

Complaints or grievances should be directed only to the President and not to the General Committee.

If you are still unsatisfied or the matter concerns the President and/or Committee you can put your concerns to The President, Sailability NSW.