

In the case of any incident or complaint, in the first instance all parties involved should attempt to resolve the issue informally, calmly and respectfully via a face-to-face discussion. If possible, let the dust settle a bit rather than acting in the heat of the moment.

If this does not resolve the issue, the impartial involvement of a trusted third party such as one of the Welfare Officers can be requested to facilitate resolution. If the complaint relates to one of the Welfare Officers the other Welfare Officer will replace them throughout this process.

Should it still not be possible to reach resolution, any member can raise a complaint by submitting the complaint form (see below) to the relevant Welfare Officer. Using the form helps keep the reporting of any issue to a factual summary. The form must be submitted within 1 month of the original event taking place.

The Welfare Officer will provide a copy of the complaint form to the CPGC Safeguarding Officer who will determine whether there is a safeguarding issue regarding a child or vulnerable adult. If so, this process will pause until the Cornish Pilot Gig Association (CPGA) confirms to the Safeguarding Officer whether further investigation should be handled by CPGC, the CPGA, or a statutory agency. If it is confirmed that CPGC should investigate, this process resumes. If not, the process set out in the club's Safeguarding Policy for Children and Vulnerable Adults takes over from this process. At the end of that process, this complaints process may resume if appropriate. If the complaint relates to the Safeguarding Officer, the Club Chairman will replace them throughout this process.

The disciplinary process then consists of three meetings:

1. Investigatory Meeting
2. Disciplinary Outcome Meeting
3. Appeal Meeting

For all meetings:

- There will be a written or email invitation stating the reason and type of meeting, date, time and location and who will be attending. It will also include a copy of this process.
- Any party to the complaint can bring one other member of the club for support, who cannot be involved in the complaint and cannot be a witness.
- If any party is under 18 years of age, all correspondence will be through the parents or guardians, one of whom must attend any of the meeting stages.
- The Safeguarding Officer will attend the meetings in an advisory capacity only, to ensure that all processes are followed correctly, consistently and in a timely manner
- A note taker will also attend who will take no active part in discussions.

Investigatory Meeting

The meeting will be called and chaired by the relevant Welfare Officer, with a second Committee Member of their choosing also attending. Prior to the Meeting, the Welfare Officer may interview witnesses, or request that another Committee Member conducts relevant interviews if they decide that is more appropriate. Witnesses will be asked to sign a written statement, which will be used in the investigatory meeting. Witness names do not have to be disclosed at any meeting. A witness may be asked to attend the investigatory meeting just to provide further information.

After hearing from all parties to the complaint during the meeting, the Welfare Office and other Committee member will reach a decision within one week. The possible disciplinary outcomes are:

1. No further action required
2. Informal discussion (to agree recorded expectations of future conduct)
3. Verbal warning
4. Written warning
5. Temporary suspension (1-3 weeks)
6. Membership withdrawn

The Committee members will discuss their decision and reasoning with the Safeguarding Officer, to confirm that the process has been correctly followed.

Disciplinary Outcome Meeting

The meeting will be called and chaired by the relevant Welfare Officer, with the same second committee member attending as before. At the meeting all parties involved will be informed of the decision.

If they disagree with the decision, either party can request an appeal. They must provide the reasons for their request in writing within 3 days of the Disciplinary Outcome Meeting. The Welfare Officer will consult with the Safeguarding Officer and the Club Chairman to decide if the appeal request should be granted. If it is, an Appeal Meeting will be called.

Appeal Meeting

The Appeal Meeting will be called and chaired by the Club Chairman, with the relevant Welfare Officer also attending. The meeting will review the specific matters raised in the Appeal, and determine whether there is any reason to change the original decision, or to seek further information. If the disciplinary outcome was withdrawal of membership, the decision will automatically be reviewed by the Trustees as required by the CPGC Constitution.

After the meetings

After the final decision, the relevant Welfare Officer will follow up and review the situation within a suitable timescale to ensure that any agreements or resolutions have been met and that the issue is therefore resolved.

If after appeal a member is still dissatisfied with the outcome, the CPGA may consider invoking their own disciplinary procedures. These can only happen after the CPGC complaint process has been completed. Details of the CPGA's procedures can be found on their website.

Normal Time Frame

Investigatory Meeting: within two weeks of the complaint form being submitted.

Disciplinary Outcome Meeting: within one week of the Investigatory Meeting.

Appeal Meeting (if required): within one week of the appeal request being received.

Clovelly Pilot Gig Club CIO – Complaint Form

Completing this form is the first step in making a formal complaint. Before completing it, you should have explored other potential solutions, such as talking to the person you have a complaint about, getting another trusted club member to talk to them, or asking a Welfare Officer to mediate.

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| Have you spoken to the person yourself ? | |
| Have you involved a 3 rd party to mediate, and if so, who? | |

| Complaint – if you need more space use the next page as well | |
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| Who is raising the complaint? | |
| Are any children or vulnerable adults involved and if so who? | |
| Who is the complaint about? | |
| When did the event happen? | |
| What were the circumstances leading up to the event? | |
| What specifically happened? | |
| Were there any witnesses – if so who? | |
| Which part of the Code of Conduct do you think has been broken? | |
| What outcome are you hoping for? | |
| Signature and date | |

Please pass the completed form to a club Welfare Officer

Additional space