

EVFC Complaints Procedure

The purpose of the EVFC Complaints Procedure (“Procedure”) is to provide the process for investigating a formal (written) complaint from a Club Member or member of the public, that is directly related to Club business, Club related activities, or Club social media channels.

This Procedure provides guidance to the Committee on the recommended process for conducting investigations in line with the EVFC Constitution, upon receipt of a formal complaint by the Club Secretary and/or Chairman.

Process

1. Secretary/Chairman appoint Investigation Sub-Committee; comprising a minimum of 2 people to conduct Investigation, plus Club Secretary & Club Chairman.
2. Investigation Sub-Committee agrees timeline for investigation and advises the Complainant of the Committee members (“Investigators”) who will conduct the investigation and the intended timeline for completing the investigation.
3. The Investigators gather and collate the evidence and reach initial conclusions and recommendation for any sanction(s).
4. If the complaint involves another member of the Club, then the Investigators will gather evidence / response from that member, before forming its conclusions & recommendation(s).
5. The Investigators should also identify any weaknesses in Club processes and procedures and make recommendations for discussion by the full Committee in the spirit of continuous improvement.
6. The Investigation Sub-Committee reconvenes, discusses and agrees on the conclusions, proposed sanction (if another member is involved), and any club process or procedural improvements.
7. If the conclusion reached and agreed by the Investigation Sub-Committee is that there is no sanction required (if another club member is involved), then the Investigation Sub-Committee has the delegated authority to feed back to the Complainant and any other party involved, on the decision reached.
8. If the conclusion reached and agreed by the Investigation Sub-Committee is that a formal sanction is required (if another club member is involved), then the Club Secretary shall convene a Special Committee Meeting at the earliest reasonable date, as per the Club Constitution, to review and agree the sanction to be applied.
9. Any proposed improvements to Club process or procedures should be added to the agenda of the next scheduled Full Committee Meeting for more detailed discussion and agreement on way forward.