

# **Fakenham Angling Club – Complaints Procedure**

**Purpose:** This procedure ensures all complaints are handled fairly, promptly, and consistently, while giving members and visitors confidence that their concerns will be taken seriously.

## **1. Submitting a Complaint**

- All complaints must be submitted in writing to the Club Secretary.
- Accepted formats:
  - Email: georgetwite@btinternet.com
  - Letter
- No verbal, text message, social media, or other forms of complaint will be accepted.

## **2. Information to Include**

To help us investigate effectively, please include:

1. Your name and contact details
2. Date of the incident or issue
3. Full details of your concern (including names of any people involved, if known)
4. Any supporting evidence (photos, correspondence, witness statements)

## **3. Acknowledgement of Complaint**

- The Club Secretary will acknowledge receipt of your complaint within 7 calendar days of receiving it.
- If additional information is required, you will be contacted.

## **4. Investigation Process**

- The Club Secretary will review the details and may consult relevant parties.
- If the matter concerns the Club Secretary directly, another committee member will be appointed to handle it.
- Investigations will be carried out impartially, confidentially, and in line with the club's Disciplinary and Hearing Procedure.

## **5. Outcome**

- A written response will be sent to you within 28 calendar days of acknowledgement, outlining:
  - The findings of the investigation
  - Any actions to be taken by the club
  - Any recommendations for resolution

## **6. Appeal**

- If you are dissatisfied with the outcome, you may request an appeal in writing within 14 days of the decision.
- Appeals will be reviewed by the Club Chairperson and two committee members not previously involved in the matter.
- The appeal decision will be final.

## **7. Confidentiality**

- All complaints will be treated in confidence, and details will only be shared with those directly involved in resolving the matter.

**Last reviewed:** 13/08/2025

**Next review date:** At each AGM or at the discretion of Fakenham Angling Club committee