

Wirral Archers Complaints, Concerns and Suggestions Guidelines

March 2014

If a member has any complaint or concern about another member or Club policy, procedures or rules, they should in the first instance contact a member of the Executive Committee. If appropriate the Committee member may deal with the issue or may refer to the full Executive Committee for action.

If the complaint is about a member of the Executive Committee, then the next most senior member should be the initial point of contact.

Similarly any suggestions about club issues may be given verbally or in writing to the Executive Committee.

The Executive Committee shall respond to all complaints, concerns and suggestions. Confidentiality will be maintained as appropriate.