



SOLVA HARBOUR SOCIETY

HOW WE DEAL WITH COMPLAINTS

1. Complaints Procedure

Solva Harbour Society (SHS) recognises that sometimes complaints might arise and the purpose of this procedure is to ensure that all they are handled fairly, consistently, speedily and if possible resolved to the satisfaction of all parties to the complaint. Complaints will be treated confidentially and only those directly involved in the procedure will be informed.

2. Who does this procedure apply to and where does it apply?

This procedure applies to all complaints which arise on property controlled by SHS including complaints:

- From members of the public against SHS or its Members.
- Between SHS Members.
- By SHS Members against SHS or the Committee.

3. Before Making a Complaint

Please check that your conduct has complied with the policies and guidance published on the SHS website including the Health and Safety Management Plan and also the guidance signage displayed on the Quayside. SHS Members should note their conduct should also comply with SHS Rules and Byelaws.

4. Informal Complaint Resolution (Verbal):

1) Some issues can be resolved immediately and informally by discussion between the parties concerned. As the first course of action, those involved in the complaint should calmly talk the issue through and try to reach an agreement which is satisfactory to all parties concerned.

2) If agreement cannot be reached between the parties involved, the issue may be raised verbally with the Society Chair, Deputy Chair or other Committee Member. All parties to the complaint will be asked to meet and will be given equal opportunity to present their concerns. If the complaint cannot be satisfactorily resolved by discussion then a formal complaint should be made.

5. Formal Complaint Resolution (In Writing):

A formal complaint should be made in writing (email is satisfactory) and submitted to the Society Clerk.

Formal written complaints should detail:

1. The nature of complaint.
2. The parties concerned.
3. Evidence or witness accounts if available.
4. Time, date and location of the incident or issue.
5. What would be considered a satisfactory outcome.

Formal complaints will be investigated by the Chair together with the Deputy Chair or another Committee Member. The views of the whole Committee may be sought if the issue is judged to be serious or complex.

It is important that full facts are established and all parties to the complaint will be invited to present their side of the issue in person or to submit further information in writing if they prefer. The Committee may make reference to quayside CCTV recordings.

After considering all the information, those members of the committee dealing with the complaint will agree a resolution which, as far as possible, is acceptable to all parties. A written copy of the Committee's resolution will be provided to all parties involved in the complaint.

The Committee's decision will in most cases be final but should one of the parties be strongly in disagreement, the Committee may consider asking a person who is independent of SHS and acceptable to all parties to help determine a suitable resolution.

Should there be serious or repeated complaints against SHS Members, then the Committee may consider taking action under SHS Rules 17, 18 & 19 which may lead to expulsion from membership.

6. Complaints by SHS Members against the Committee or SHS generally:

The Committee realises that making such complaints may be difficult but encourages Members to raise issues since the outcome may be beneficial to the running of the Society.

The procedures for informal and formal complaints will apply as detailed above but if satisfactory agreement cannot be reached, then a person who is independent of the Society and acceptable to all the parties may be asked to help determine a suitable resolution.

7. Recording complaints

All complaints dealt with by the Committee will be recorded in an incident log so that they can be referred to should further complaints arise.

8. SUMMARY OF PROCESS

- Attempt to resolve verbally by informal discussion.
- If resolution not reached, raise verbally with Committee.
- If resolution still not reached, raise formally in writing with committee.
- Committee will invite all parties to submit full information.
- Committee will notify all parties of its resolution in writing and check that as far as possible all parties accept the resolution.
- If the complaint is against the Committee or SHS generally, a mutually agreed independent person may be involved to help reach resolution.
- Complaint to be recorded in incident log.