

## GCR Complaints Procedure

All complaints should be made to a member of the GCR committee. If it is unclear who best to direct a complaint to, then it should be directed to either the President or the Chairperson.

1. Complaints against GCR Members (or non-member attendees at GCR events/ activities etc.)
  - a. The complaint should be made to a GCR committee member. If the complaint relates to a specific event or activity then it should ideally be made to a person responsible for overseeing this. For example, if the incident occurs at a GCR sport training session, the complaint should be made to the Clubs & Societies Officer.
  - b. Depending on the severity and urgency, this may be dealt with in one of the following ways:
    - i. Immediately, by those overseeing a particular event/ activity.
    - ii. By discussion amongst a GCR subcommittee (either at a meeting or informally), with the committee chair and other members taking part.
    - iii. By passing it to the executive committee for discussion at an exec meeting, who will then decide the appropriate action to take.
  - c. Regardless of when and how it is dealt with, the matter should be noted in an officer report at the next exec meeting and the committee can decide if any further action needs to be taken or if procedures need to be changed to avoid future problems.
  - d. Unless the exec decides otherwise, the general details should be noted in the minutes, including the actions taken.
    - i. Both the complainant and the accused should be informed of the outcomes.
  - e. If the complainant (or the accused) believes the matter has not been dealt with in a satisfactory way, they may contact the President or the Chair with their concerns.
2. Complaints against GCR Committee Members
  - a. The complaint should be made to a member of the GCR Exec, ideally one on the same subcommittee as the one to whom the complaint is levelled against.
  - b. The complaint will be raised at the next exec meeting and the executive committee will decide on the action to be taken (or review any action already taken)

- i. Any information required (including from the accused) should be gathered before the meeting.
  - c. This discussion should be minuted, including the actions taken
    - i. Both the complainant and the accused should be informed of the outcomes.
  - d. If the complainant (or the accused) believes the matter has not been dealt with in a satisfactory way, they may contact the President or the Chairperson with their concerns.
- 3. Complaints against GCR Exec (including officer trustees)
  - a. The complaint should be made to either the President or the Chairperson.
  - b. The complaint will be raised at the next exec meeting and the executive committee will decide on the action to be taken (or review any action already taken).
    - i. Any information required from the complainant should be gathered before the meeting.
    - ii. The accused may present their side during the meeting but should not be present during discussions about the complaint or the actions to be taken.
  - c. This discussion should be minuted, including the actions taken
    - i. Both the complainant and the accused should be informed of the outcomes.
  - d. If the complainant (or the accused) believes the matter has not been dealt with in a satisfactory way, they may again contact the President or the Chairperson with their concerns.
  - e. Should the complainant still be unsatisfied with the outcome, they may approach the board of trustees for advice on the matter.
  - f. If the complaint is made against an officer trustee, then the board of trustees should be informed of the matter and its resolution as soon as reasonably possible.
    - i. For complaints against other exec members, they may instead be informed by either the President or Chairperson in their report at the next trustee meeting.
  - g. At the discretion of the executive committee, the matter may additionally be raised at the next general meeting as part of an officer report.

#### 4. Complaints against non-officer Trustees

- a. The complaint should be made to either the President or the Chairperson who will immediately inform the chair of the trustees.
- b. If necessary, the exec committee may discuss at their next meeting their thoughts on the matter and request specific actions.
  - i. These are to be passed on to the trustees by either the President or the Chairperson
- c. The trustees should discuss the matter at their next meeting, or via other means if it is considered sufficiently urgent.
  - i. Any information required from the complainant should be gathered before the meeting.
  - ii. The accused may present their side during the meeting but should not be present during discussions about the complaint or the actions to be taken
- d. The exec committee, complainant and accused should be informed of the outcomes.
- e. At the discretion of the executive committee (or at the request of the trustees), the matter may additionally be raised at the next general meeting as part of an officer report.