**Black Combe Grievance Policy**

1. **Introduction**

Any member of the Club is entitled to the benefit of the following procedure if they feel they have a problem with any aspect of their membership. You are entitled to be accompanied or represented by a fellow club member of your choice if your grievance necessitates a formal meeting. You are also entitled to call witnesses or refer to documentary evidence at a grievance meeting.

1. **Grievance Process**

**Stage One**

If you have any grievance or problem connected with your membership, you should raise the matter with a member of the Committee. You should put your grievance in writing, explaining the basis for your complaint and detailing what action you would like the Club to take to deal with your grievance. Your grievance will be dealt with as quickly and efficiently as possible and a formal meeting will be convened with you in order to discuss your grievance.

**Stage Two**

Following receipt of your written grievance, you will be invited to a meeting to discuss the issues with one or more members of the Committee (to a maximum of three). Following the meeting, you will receive a written response to your grievance, detailing any action to be taken as appropriate. Wherever possible, you will receive the written response within 7 days of the grievance meeting.

**Stage Three**

If you are still not satisfied that your grievance has been resolved, you are entitled to appeal. You should put your appeal in writing, stating the grounds of appeal and the reasons why you are dissatisfied with the outcome of your grievance. A further meeting will be convened to discuss your appeal. Wherever possible, your appeal will be heard by different members of the Committee. Wherever possible within 7 days of the appeal meeting, you will receive a written response to your appeal, detailing any action to be taken as appropriate.

This is the last stage of the Grievance Procedure and there is no right of appeal

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