

Dumfries Running Club

Comments and Complaints

This note concerns dealing with matters raised by members with the Club. Feedback matters will be treated either as a Comment or a Complaint. In either case they should be raised with a member of the Committee. It is important that the recipient of a Comment or Complaint clearly identifies which is being dealt with. A Comment is general feedback from members concerning any issue that is felt should be brought to the attention of the Committee. A Complaint is specific approach by a member to the Club concerning a grievance that they have.

Comments

Comments concern general feedback from members on any matter that they feel affects the Club and should be brought to the attention of the Committee. Comments should be made to a committee member and may be made in any manner - verbal, email, text, phone call, letter etc. The recipient Committee member should make it clear that the matter is being treated as a Comment and not a Complaint. The matter raised should be brought before the Committee at the next committee meeting. The Comment maker should be advised of this on making the Comment. Following consideration of the Comment at the committee meeting the Comment maker should be advised of the outcome by the Committee member they raised the issue with.

Complaints

A Complaint is a formal approach by a member involving a grievance that they have concerning a Club matter. A Complaint should be made to a Committee member and must be made by either email or letter. It should state clearly the complaint and any other relevant information. The recipient Committee member should make it clear that the matter is being treated as a Complaint and not a Comment. The Complaint should be passed to the Secretary for inclusion on the agenda for the next committee meeting. The Complaint maker should be advised of this by email or letter by the Secretary. Following

consideration of the Complaint at the committee meeting the Complaint maker should be advised by the Secretary of the outcome, either by email or letter. The Complaint maker may choose to attend the committee meeting dealing with the complaint. Alternatively, if it is felt necessary, a Complaint maker may be asked along to the committee meeting dealing with the Complaint. The dates of Committee meetings will be shown on the Calendar on the Club website.