

Complaints Procedure

Sky Surfing Club (SSC) aims to provide all members with a positive and fun flying experience. The Club is committed to listening to any complaint and dealing with it in a considerate, timely and constructive manner.

The following procedure applies to complaints from members.

Informal resolution

The member making the complaint is advised to attempt to resolve it informally before making a formal complaint. This might include discussing the matter with the person concerned and/or seeking advice from the Chairman or another Committee Member.

Formal resolution

A formal complaint should be made to the club Chairman, preferably in writing. Please send your complaint within 14 days of the the conduct being complained about, unless there is a good reason not to. Contact details of the Committee and Chairman can be found on the Club website.

The complaint should also mention clearly that it is a formal complaint and clearly set out the details of the complaint, including any witnesses, persons concerned, dates and times, and any other relevant supporting information required to properly investigate the complaint.

This communication should be factual and not include hearsay, make assumptions or the like. If any further clarification is needed by the Committee, this will be requested within 10 days.

Within 7 days of receipt of the formal complaint the Chairman will then nominate at least 2 members of the Committee to investigate the complaint along with the Chairman

The conclusion of the complaint will be issued in writing within 21 days of the start of the investigation including any actions to be taken. This notification will be issued on behalf of the Committee representing the Club.

If you are satisfied with the outcome the matter will conclude at that point. However, if you remain dissatisfied you may refer the complaint to the BHPA under their own grievance procedure. Please note: Time limits may be extended by the Committee where it is necessary to do so in order to ensure a fair outcome (for example, where more time is needed due to holiday absence etc).

Complaints will be dealt with confidentially by all parties involved. It may be necessary to involve others to undertake a fair investigation and, in such case, those consulted will be expected to keep the matter confidential. The Committee may decline formal or informal complaints it considers malicious, vexatious or frivolous.

In the case of a formal complaint being declined, a representative nominated by the Chairman will write to inform the Complainant within 10 days.