SKY SURFING CLUB
HANG GLIDING AND PARAGLIDING

Complaints Procedure

The 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 includes discussing the matter with the person concerned after the heat of the moment in a measured and unemotional manner and might include seeking advice or help from the Chairman or another Committee Member.

Formal resolution

A formal complaint should be made to the club Chairman, in writing. Please send your complaint within 7 days of the conduct being complained about, unless there is a good reason to delay. 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 other speculation.

Within 7 days of receipt of the formal complaint the Chairman or nominated deputy will then investigate the complaint with assistance from the club committee members.

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 and will inform the complainant if the complaint is considered so.