



Worser Bay Boating Club Inc.

WBBC POLICY: COMPLAINTS

PURPOSE

To define the policy for responding to complaints about the activities of WBBC, individuals associated with WBBC, including employees, contractors or volunteers. Complaints can be raised by a member of the public or a member of WBBC.

DEFINITIONS

Minor complaints are those that relate to aspects of WBBC work that are not likely to damage relationships. Minor complaints can often be responded to directly by reporting to the General Committee or the Commodore.

Moderate complaints are those that relate to processes that WBBC has control over, and which could cause short or long-term damage to relationships.

Serious complaints are those that relate to processes that WBBC has control over, which could inflict emotional or physical harm, and which undermine the credibility and veracity of WBBC, or are related to issues of a criminal nature.

Criminal complaints are those of a criminal nature and must be referred to the New Zealand Police in the first instance.

SCOPE

This policy applies to WBBC's members, employees, contractors and volunteers.

PRINCIPLES

- WBBC will comply with relevant laws and regulations to protect its organisation.
- All complaints should be thoroughly investigated.
- The Commodore is responsible for managing any complaints received by any WBBC member and ensuring those of moderate, serious or criminal nature are reported to the General Committee.
- Where a complaint relates to the actions of the Commodore, the investigation will be undertaken by the Vice-Commodore.
- Where a complaint relates to the actions of a member of the General Committee, that person shall not take part in any discussions held by the General Committee about the complaint.
- All complaints must be lodged in the WBBC Complaints Register (on Dropbox) and shall be presented and minuted at the first General Committee meeting following entry in the register.



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INTERNAL CONTROLS

The seriousness of the complaint dictates the appropriate action that should be taken and the degree of formality. If a complaint is received from any source, some or all of the following actions will transpire:

- Complaints should, in the first instance, be referred to the Commodore.
- The Commodore will advise on who will respond to the complaint, and the mode of the response. The Commodore can make recommendations to General Committee on how any moderate, serious or criminal complaints could be dealt with and/or other parties who should be consulted at this initial stage.
- Background research may be required, which would be undertaken by the Commodore and/or other WBBC members at the behest of the Commodore, or another person delegated by either of those roles.
- If deemed necessary, a solicitor may be consulted. This can be arranged by the Commodore and/or a member of the General Committee.
- The complaint and all action taken in relation to the complaint will be recorded in writing and that record will be made available to the General Committee. If any WBBC member, employee, contractor or volunteer is named individually, then the document is confidential.
- The Commodore will contact whoever has been assigned to respond to the complaint with a request that appropriate action be taken. This may be in the form of a letter, phone call, or a meeting scheduled in response to the complaint.

All areas of concern outlined by the complainant will be responded to.

A record of the various actions that transpired will be maintained in the appropriate file.

COMPLAINTS RELATING TO MEMBERS OF THE GENERAL COMMITTEE

Where a complaint is identified and/or registered, the General Committee member concerned may not take part in discussions held by the General Committee about the complaint.

The members shall only remain in the room during any related discussion with General Committee approval.

All such occurrences shall be recorded in the General Committee meeting minutes.

When the Commodore is aware of real or potential conflict of interest involving one or more General Committee members must take whatever steps are necessary to ensure that the conflict is managed in an appropriate manner according to this policy.

Reviewed and Passed by General Committee: February 2024

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