

Bremex Mountaineering and Climbing Club

Complaints process

In the event of a club member experiencing an incident/s that cause them to want to make a formal complaint the following process should be followed:

1. Written details of the incident/s, including dates and who or what the complaint is about should be sent to the Club Secretary.
2. The secretary will contact the complainant about the subject of the complaint to try to resolve the situation informally.
3. Within a reasonable time of receiving the written complaint the Club Secretary will convene a meeting comprising of 4 committee members and one Full member to consider the complaint and subsequent response/action.
4. The complainant will receive a written response of the proposed response/action.
5. In the event of the complaint being directed at the Club Secretary, the matter will be managed by the Club chairperson.

Appeals Process

In the event of an Associate member who has undergone the group leader assessment and wishes to appeal the decision the following process should be followed:

1. Written details of the grounds for the appeal, including dates and reasons should be sent to the Club Secretary.
2. Within a reasonable time of receiving the written appeal the Club Secretary will convene a meeting comprising of 3 committee members who will consider the appeal and decide subsequent response/action.
3. A written response of the proposed response/action will be sent to the member who appealed.