



BLU Complaints Procedure

Introduction

Our complaint procedure is designed to address concerns and complaints in a fair and timely manner, ensuring that we maintain a positive and respectful environment for everyone. Please bear in mind that the BLU is run by a team of volunteers and whilst every effort is made to follow the timescales outlined sometimes there maybe a valid reason for a longer timeline.

This complaint procedure encourages individuals to explore informal resolution options before initiating a formal complaint process.

We believe in giving all complainants the right to be heard, understood, and respected. At the same time, we expect everyone, including members and committee members, to be polite and courteous in their interactions with us. We won't tolerate aggressive or abusive behaviour, unreasonable demands, or excessive persistence.

Accessibility

We have made our complaint procedure easily accessible to all members, participants, and stakeholders. You can find it on our website, or on request via email britishlongboardunion@yahoo.com.

Informal Resolution

Before submitting a formal complaint, we encourage you to consider an informal resolution. You can do this by:

- Discussing your concerns with the individual(s) involved, if you feel comfortable doing so.
- Seeking guidance from a club official to facilitate a resolution.

Submitting a Complaint

If informal resolution is not feasible or if you remain dissatisfied, you can submit a formal complaint through one of the following methods:

- Send an email to: britishlongboardunion@yahoo.com

What to Include in your Complaint

1. Fill in the necessary details (Name, Email Address and Contact Number)



2. Describe your complaint briefly, including relevant dates and times if necessary. List your concerns, starting with the most important one.
3. Clearly state what you want to achieve with your complaint (e.g., an apology, an explanation).
4. Let us know how you prefer to be contacted.

Complaint Acknowledgment

We will acknowledge receipt of your complaint within 5 business days. This acknowledgment confirms that we have received your complaint and are initiating the process.

Preliminary Examination

We will conduct a preliminary examination of the complaint to determine its validity and whether it warrants a formal investigation. This examination will be conducted by two designated club officials.

Addressing Complaints Against Someone Else

If the complaint involves someone else, we will take the following steps:

1. Notify the individual against whom the complaint is made, providing them with details of the complaint and assurance of a fair investigation.
2. Offer support and resources if needed.
3. Give the individual a reasonable timeframe to respond.
4. Conduct an impartial investigation, including interviews and evidence collection.
5. Share findings and provide an opportunity for the individual to respond.
6. Determine a resolution based on the investigation's findings.
7. Inform the individual about the appeal process if applicable.

Timeframe

We commit to resolving your complaint within 30 days from the date of receipt, providing you with a timely response.

Resolution

We will work to resolve the formal complaint within 30 days from the date of receipt. The resolution may involve discussions, mediation, or other



appropriate actions. We may also ask for the advice and assistance from Surfing England

Communication

After the Investigation, we will communicate the resolution to you, along with any actions taken or changes made as a result of your complaint.

Appeals

If you are not satisfied with the resolution, you may have the option to appeal. This can be done through Surfing England click [here](#)

Confidentiality

Your complaint will be handled confidentially to the extent possible, while also considering legal and safety requirements.

Record Keeping

Records of complaints, investigations, and resolutions will be maintained securely in compliance with data protection laws.

Continuous Improvement

We are committed to learning from complaints and continually improving our operations and policies based on feedback.

Contact Information

For any questions, informal resolution assistance, or to submit a formal complaint, please contact our complaint coordinator,:

Name: Dawn Leighfield (Secretary)

Email: britishlongboardunion@yahoo.com

Phone: 07824704925

Compliance

We expect all members and stakeholders to adhere to this procedure and cooperate fully with complaint investigations.