



Wirral Archers Complaints, Concerns and Suggestions Guidelines

Wirral Archers wish to promote a culture where it is safe and acceptable for club members and others (parents/guardians for juniors and in the case of a vulnerable adult, their chosen nominee) to raise any complaints or concerns. No individual should be victimised for raising a complaint.

Complaints or concerns should be referred to a member of the committee who will refer the matter to the full committee, this can be verbal, written, message or email. It is our policy to resolve complaints within a reasonable period. If the complaint or concern is about a committee member, then the matter will be referred to a more senior member of the committee for action.

Similarly, any suggestions that members would like to be considered should be passed to a committee member, who will put it to the full committee for discussion. We will aim to give feedback after the next committee meeting.

Confidentiality will be maintained as appropriate.