

Wigtown Bay Coastal Rowing Club SC049939



Complaints Policy – what we shall do.

Complaints Procedure – how we shall do it.

Handling Complaints.

Complaints can feel negative, but they give us a chance to learn and improve. We can also put things right for the person who has made a complaint.

A clear complaints procedure allows us to

- Give the board information about concerns, so that the board can suggest improvements and stop problems growing.
- Show external regulators that we have acted appropriately.
- Show that WBCRC is transparent and accountable and responsive to stakeholders – those people who have a vested interest in our organisation.
- Help WBCRC develop. Complaints give us valuable information on the quality of the service we provide and unmet needs.

Complaints Policy

Wigtown Bay Coastal Rowing Club SC049939 aims to always provide high quality service. Whether you think we are doing well, or feel we need to do better, we value your opinion and would like to hear from you.

If you are not happy with Wigtown Bay Coastal Rowing Club SC049939 in any way, please let us know. We welcome the opportunity to put matters right, for you and for others who might use our services in the future.

Complaints Procedure – What to do.

First, speak to the volunteer providing the service you wish to comment on. The people closest to the situation can deal with most problems quickly.

If you have any suggestion about how your issue can be resolved, then please tell us.

If you are unhappy with the response or feel unable to approach volunteers directly then email wigtownbaycoastalrowing@gmail.com, or speak to the club Secretary or club Rowing Captain in person. They will make a written record of your issue.

Whatever method you choose, we will deal with the matter in the same way.

Complaints Procedure - What happens next?

We will respond to you within 5 working days. We will allocate your issue to an individual to investigate. Someone not directly involved in the matter you have raised. We will tell you who is dealing with it and how long the investigation will take.

We aim to resolve complaints within 14 working days. Some complaints take longer to investigate. When they do, we will contact you to tell you when you can expect a response from us.

We will handle all comments and complaints sensitively. Wigtown Bay Coastal Rowing Club SC049939 will record your complaint and follow relevant data protection requirements. We will use the information to help us improve our services.

Complaints Procedure - What if I'm not satisfied with the response?

If you have made a complaint and are unhappy with the response you receive or with the way your complaint has been handled, you can appeal by writing to Wigtown Bay Coastal Rowing Club SC049939 using the above contact methods. Please describe what it is that you are unhappy with, and if you are able, identify potential solutions. This may be escalated to the Chair who will look at the situation and decide if further action is needed. You will be notified of the outcome in writing.

If you have a concern which you believe needs to be escalated beyond the Chair of Wigtown Bay Coastal Rowing Club SC049939 or you are dissatisfied with the response to your appeal, trustees can identify an individual independent of our SCIO, who will look into the situation and decide if further action is needed. As before, you will be advised of the outcome in writing.

Policy Owner

Overall responsibility for this policy and its implementation lies with the board of trustees of Wigtown Bay Coastal Rowing Club SC049939

Document version control

Version number	Change or update	Author or owner	Date
1.0	First version	V Reay-Martin Secretary Trustee	09/07/2026