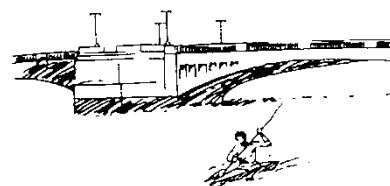


Reading Canoe Club

The Warren, Caversham, Berkshire, RG4 7TH
Telephone: 0118 947 7643



Complaints Procedure

We define a complaint as when a person wishes to register their dissatisfaction with any aspect of the activities run by Reading Canoe Club or the manner in which a member from Reading Canoe Club has conducted themselves.

We take complaints seriously and will work to address and resolve the issue raised.

1. In the first instance we encourage the complainant to raise the matter directly with a committee member or coach, problems can often stem from a misunderstanding or miscommunication and can be resolved face to face.
2. If this is not acceptable or if the person feels uncomfortable doing this or they feel they have not had a satisfactory outcome, then the complaint can be communicated directly to both Chair, Secretary, either by email to info@reading-canoe.org.uk
3. Any complaint will receive careful consideration and, where necessary, we will seek clarification from any or all people involved.

Within a period of 28 days, we will notify the complainant of our findings and our actions, if any.

If the complaint is a safeguarding / welfare issue please contact the club welfare officer directly. The Club Safeguarding and Welfare Policy and procedures (<https://reading-canoe.org.uk/club-policies-and-regulations/>) will take precedence and will be implemented immediately. Email: welfare@reading-canoe.org.uk. A safeguarding issue will be acknowledged within 28 days but may take considerably longer to resolve.

If the complaint is a bullying or harassment issue, the bullying and harassment policy will take precedent and be implemented.

Date	Who	Comment
December 2025	Levente Nagy	Updated website link to policies
July 2022	Committee	Approved
July 2022	Seumas Munro	Created