

CVSS

Sailing for People with Disabilities

GRIEVANCE and COMPLAINTS Procedure

CVSS believes members have the right to expect that the Committee and Trustees will make every endeavour to ensure sailing is provided in a safe environment which meets the needs of members with respect for individuality and personal values.

- All members (Sailors, Paddlers, Group Leaders and Volunteers) will be made aware of the grievance procedure.
- Members have the right to complain and to expect that their concerns will be dealt with promptly without fear of retribution.
- The member/s who lodged the complaint has the right to expect that the matter will be treated confidentially. The member's/s permission will be obtained before other parties are involved.
- Members will be encouraged to have an advocate present throughout grievance processes if they wish. An advocate can be a family member, friend or an accredited independent advocate.
- All complaints will be documented and recorded on a confidential CVSS file.

Grievance Procedure

- Raise your concerns with the Leader of the day.
- If the matter is not resolved to your satisfaction you have the right to express your concerns to the Trustees. The normal way to do this is by personally contacting the Chair or Secretary –ideally via telephone or face-to-face conversation though a letter or email is acceptable.
- If your issue is not resolved and you forward it (as above) OR if it involves an issue that the Trustees should be aware of this matter will be discussed at a Trustees meeting. This will normally occur within 3 weeks of you raising the complaint with the Chair or Secretary. You will be informed of the result of the Trustees deliberations
- Should the matter involve a member of the trustees that person will retire during discussion of this matter.
- If you are not satisfied with the Trustees report to you can put your concerns to R.Y.A. Sailability.

CVSS Trustees have the power, under the constitution, to declare that an individual's membership of CVSS is revoked. If circumstances arise that suggest that this course of action the following procedures will be followed

- The member (with friend) will be asked to meet with 2 trustees to discuss the difficulties that have arisen. If the problem can be resolved in a manner acceptable to all trustees and the member the membership will continue.
- If a resolution is not reached the individual's membership will be revoked. If she/he is a sailing member the membership fee for the year will be returned in whole or proportionate part
- Members who leave CVSS in this manner must return all CVSS property and should not issue statements/materials that would lead others to believe they are members of CVSS or can "speak" for the organization.