



Audience and purpose: This document sets out the procedure for complaints by club members, or members of the public (the ‘Complainant’) of IBSC (‘Club’) against other members or the club who they believe have failed to act in accordance with the Club’s code of conduct, rules or other policies (the ‘Respondent’).

Confidentiality: Complaints will be dealt with confidentially by all parties involved, except where it is necessary to disclose information to carry out a fair investigation.

1. Informal resolution

In the first instance, the Complainant should consider taking steps to resolve the matter informally before making a formal complaint. This might include discussing the matter with the Respondent, and/or seeking advice from Committee members.

If this is not possible, the Club through its Standing Complaints Committee* may wish to appoint an independent mediator to try and resolve matters. If there is no mediation or the mediation fails, the complainant may ask the Club to investigate using its complaints procedure.

2. Making a formal complaint

A formal complaint should be made to the club standing complaints committee (the ‘complaints handler’) within 14 days of the conduct complained of (the “Complaint”).

3. Reporting the Compliant

The Complainant should report the matter in writing to a member of the club standing complaints committee* within 14 days of the conduct or incident being complained of (the ‘Complaint’). Email address: president@ibsc.org.uk. If the complaint should relate to the President then the complaint should be sent to secretary@ibsc.org.uk or another member of the committee as appropriate

The report should include:

- a. a detailed description of what occurred;
- b. details of when and where the Complaint took place;
- c. statements by any people who witnessed the event(s) or were affected by them;
- d. names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
- e. details of any former complaints made about the incident, including the date and to whom such complaint was made; and
- f. a recommendation as to the desired outcome of the Complaint process.

4. Responding to the Complaint

A complaints handler will be appointed to investigate the complaint and a member of the complaints committee will write to the respondent attaching the complaint, the accompanying evidence and a copy of this procedure. It will ask the Respondent to provide written representations and any evidence in response to the Complaint (the “Response”) within 7 days. In certain circumstances it may be appropriate to withhold the name of the complainant.



INVERNESS BACKCOUNTRY SNOWSPORTS CLUB

Considering and investigating the Complaint

Following consideration of the Complaint, and during the investigation process, the Complaints Committee may consider whether it is appropriate and proportionate to immediately suspend a member from the Club until the complaints process is concluded. The committee should consider the seriousness of the complaint, and the impact it has had on the Complainant and/or the club. This must be balanced against the need to conduct a fair and impartial investigation and the impact suspension may have on the Respondent. Matters which may warrant suspension include breaches of the law e.g. the Equalities Act or criminal matters.

Upon receipt of the Response, the complaint handler/s may make any further enquiries of any party that they consider necessary or desirable before submitting their report to the complaints committee.

5. Decisions following the investigation

The complaints committee may:

- decide to uphold or dismiss the complaint without holding a hearing;
- arrange a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case to the Club committee or the Standing Complaints Committee.
- If the Committee /subcommittee considers that any other sanction is appropriate, it will record its decision and the reasons for it in writing. It will send a copy of the decision and its reasons to the parties within 10 days of the deadline for the Response.

The Committee /Standing complaints committee shall record their decision and the reasons for it in writing. It will send a copy of the decision and its reasons to the parties within 10 days of the deadline for the Response.

6. Sanctions

The sanctions that may be imposed under this procedure include:

- **a warning** as to future conduct;
- **suspension** of Club membership;
- **removal** of Club membership;
- **removal** from office of a Club committee;
- **exclusion of** a non-member from the Club, either temporarily or permanently**
- **not approving** a non-member's current and/or future membership applications**.

**this should be agreed through the Club

7. Appeals

Either party may appeal a decision of the committee in writing within 28 days of the Club's decision being notified to that party.

If the Club is unable to resolve a complaint, the Club may ask Mountaineering Scotland to act as an external mediator to try and reach a resolution.

*The club standing complaints committee shall ordinarily comprise the President & two other members of the committee

IBSC complaints process

