

BWBC Complaint Report and Management Form – June 2022

Purpose – To standardise the reporting of complaints in line with BWBC Complaints Policy 2022

Authority – Approved for use by the BWBC General Committee June 2022

Conditions

- All information to kept in strict confidence, please refer to BWBC Complaints Policy 2022
 - All complaints must be signed and lodged in writing with the club recorder within 7 days
 - The outcome and decisions made by the committee are final
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Member Information

Member name (the complainant): _____

Name of person(s) you are reporting: _____

Name(s) of relevant witnesses: _____

Date and time of incident: _____

Session Director's name: _____ Director informed of incident? Y/N

Description of the incident:

Any actions taken: (Attempted resolution directly?)

Date form completed: _____

Recorder's Investigation Record

RE: Complainant Name: _____

Date received by recorder: _____ Date Complainant contacted: _____

Date Session Director contacted: _____

Relevant Background/Findings:

Recorder's Recommendations: (Self-management, informal or formal procedures?)

Committee advised date: _____

Committee Process

Committee Determination and Actions:

Complainant Notified date: _____ Follow up Required? Y/N

Other Party Notified date: _____ Follow up Required? Y/N

Comments:

President/Vice-president Signature: _____

Date scanned & entered into BWBC secure drive: _____