

NANAIMO PICKLEBALL CLUB COMPLAINT INITIATION POLICY

1. POLICY STATEMENT

This Policy shall detail the manner in which Nanaimo Pickleball Club receives and recognizes complaints free of any intimidation, coercion or repercussion.

2. CONTEXT/BACKGROUND

To ensure consistency in reporting, to recognizing the magnitude of the complaint, to protect the privacy of the reporting individual or entity and to encourage complaints to be initiated as determined by circumstances, the initial response parameters should be delineated as a standard approach.

3. APPLICATION

This Policy shall apply to all individuals and entities participating in Nanaimo Pickleball Club programs, activities and events.

4. ROLES / RESPONSIBILITIES

Any individual or entity who believes they have been wrongly served or believes others may be wrongly served or an individual or group is not complying with the basic tenets that Nanaimo Pickleball Club has or may have espoused, may initiate a formal complaint.

Nanaimo Pickleball Club's Vice President has been designated as the first line recipient for all complaints including any verbal pre discussions. To avoid a conflict should the Vice-President be the subject of a complaint, the President or any other Board member may be called upon to receive the complaint.

5. IMPLEMENTATION

Nanaimo Pickleball Club will maintain and keep current a set of Policies and related documentation aimed at preventing untoward behaviour or conditions. These Policies shall be made available to all members.

This Complain Initiation Policy is part of that Policy set. A complaint should be submitted using the Complaint Form, an addendum to this Policy. Sufficient detail should be included to allow vetting of the complaint - the

nature of the wrong doing, identification of the party or parties suspected of perpetuating the wrong doing and jurisdiction. To assist in the quantification of a complaint, there should be evidence that potential harm may come to an individual or group. Complaints may be initiated orally if one is uncertain of the process.

All complaints shall be treated in strict confidence with the proviso that the complainant be willing to expound on the report as needed to vet and take further action as determined to be required.

6. RESULTS

Any individual or entity wishing to lodge a complaint with respect to any Nanaimo Pickleball Club activity will feel comfortable in doing so with no fear of any repercussion and that the complaint will be handled in privacy within a consistent framework.

7. COMING INTO FORCE

This policy shall come into force May xx, 2023.

Nanaimo Pickleball Club Complaint Initiation Policy - Complaint Form

Short Title: _____

Date or date range of complain: _____

Location or locations if applicable: _____

Date submitted: _____

Complainant (you) identification, sufficient info to enable contact back

Name: _____

Email: _____ Phone: _____

Details of circumstances, complaint, individuals or entity, contact information if available. Include 'harm or damages' done or likely to be incurred. Use additional space / page if required.

[illegible]