

Complaints Procedure

The Ramblers exists to promote the enjoyment of walking. It is a given therefore that a member, or person providing services, does not spoil the enjoyment of another member.

In the unlikely event of a member having a complaint against another member, or anyone providing a service, the following procedure should be followed.

1. The complaint should be put in writing or email and sent or given to the Group Chair or Secretary. Where requested, a scribe will be allowed to write the complaint which must then be signed by the complainant.
2. The Officers of the Group will determine whether the complaint needs to be investigated. If so, at least 3 members of the General Committee will examine the issues by interviewing the individuals involved and will report their findings to the General Committee.
3. A quorate meeting of the General Committee will, at the earliest opportunity and if necessary at an Extraordinary General Committee meeting, examine every complaint and decide on further action. (For the avoidance of doubt, only formally elected members of the General Committee will be present during these discussions.)

After due consideration of a complaint by the General Committee, the following courses of action will be considered:

1. No further action, and this decision communicated to the complainant in writing/by email with reasons given, by the Secretary/Chair.
2. A written warning to the 'offender' and recommendation for future behaviour sent in writing/by email by the Secretary/Chair.
3. Where an offence has been considered by the Committee to be serious, a cause of distress or harm to the complainant, or is of a persistent nature, the offender will be temporarily or permanently suspended from all Group activities.

Where permanent suspension from all Group activities is considered necessary, the decision will be communicated to the Area Committee and to the central office of The Ramblers.

The Ramblers organisation does have a complaints policy and is able to guide member Groups and Areas in this respect, including offering legal advice.

This procedure is in place to protect and ensure the enjoyment of all members.