

Ipswich JDM & Classics – Complaints & Dispute Resolution Policy

1. Purpose

This policy ensures all members, volunteers, and event participants have a fair, transparent, and respectful process for raising concerns. It supports a safe, inclusive community and protects the integrity of the club.

2. Scope

This policy applies to:

- All club members
- Event attendees
- Committee members and volunteers
- Anyone interacting with the club through events, social media, or the website

3. What You Can Make a Complaint About

Members may lodge complaints regarding:

- Behaviour of another member or attendee
- Breaches of the **Code of Conduct** (*within the club rules*)
- Safety concerns at events
- Misuse of club social media or branding
- Administrative issues (membership, communication, decisions)
- Any matter that affects the wellbeing, fairness, or safety of the club community

4. How to Lodge a Complaint

Complaints may be submitted through:

- The club's official website contact form
- Email to the committee
- Written complaint delivered at an event

Complaints should include:

- Your name and contact details
- A clear description of the issue
- Dates, times, and people involved (if known)
- Any supporting evidence (screenshots, photos, messages)

Anonymous complaints may be reviewed, but the club may be limited in how it can respond.

5. How Complaints Are Handled

1. Acknowledgement

The committee will acknowledge receipt within **5 business days**.

2. Initial Review

The committee assesses the complaint and determines whether it requires:

- Informal resolution
- Formal investigation
- Referral to external authorities (only if legally required)

3. Investigation

If required, the committee may:

- Interview involved parties
- Review evidence
- Consult event volunteers or witnesses

4. Outcome

The committee will provide a written outcome within **21 business days**, outlining:

- Findings
- Any actions taken
- Any follow-up required

6. Possible Outcomes

Depending on the severity and findings, outcomes may include:

- Mediation between parties
- Verbal or written warnings
- Temporary suspension from events
- Permanent removal of membership
- Changes to club procedures
- No action (if complaint is unfounded)

7. Confidentiality

All complaints are handled confidentially. Information is only shared with those directly involved in resolving the matter. Personal details will not be disclosed without consent unless required by law.

8. Protection from Retaliation

Members who lodge complaints in good faith are protected from retaliation. Any retaliatory behaviour will be treated as a serious breach of the **Code of Conduct** (*within the club rules*).

9. Appeals

If a member disagrees with the outcome, they may request an appeal within **14 days**. Appeals will be reviewed by committee members not involved in the original decision.

10. Continuous Improvement

The committee may use complaint trends to improve club policies, event safety, communication, and member experience.