



THE  
**Korthals Griffon Club**  
OF GREAT BRITAIN

# **COMPLAINTS POLICY**

This Policy relates to complaints raised regarding the conduct of a member, Officer or Committee member of the Korthals Griffon Club of Great Britain.

# Process:

## Receipt

1. The Club's Secretary will accept complaints from any member whether written or verbal and circulate to all committee members of the Club. For formal consideration the complaint must be submitted on the official form available from the website and acknowledged by the Secretary.
2. Complainants should be advised that anonymous submissions will limit the Club's ability to investigate and respond to a complaint, however such complaints may help establish a pattern and so are preferable to no complaint being submitted.
3. Complaints must be dealt with in a timely manner, preferable within 3 months, and normally no later than 6 months, of being submitted.

## Recording

4. All complaints will be acknowledged in writing by the Secretary within 7 days. All complaints will be entered into a Complaints Register maintained by the Secretary or designated committee member.
5. All complaints will be investigated by the Secretary or designated Officer/committee member.
6. While a complaint is under investigation only the date of receipt, name, and nature of the complaint will be included in the Register.
7. Progress on investigating and resolving complaints must be recorded in the Register and reported to the next committee meeting.

## Investigation

8. The person or persons named in a complaint should be notified in writing, in a timely manner that a complaint has been received involving them and giving them an opportunity to respond within three (3) weeks.
9. Any correspondence relating to the complaint must be held by either the Club secretary or the designated committee member so that records are correctly updated. If there is any non-written communication this should be recorded in a written note/s. A list of the document provided must be included in the complaint findings to ensure full transparency, particularly if the Secretary is a complainant or the subject of a complaint.
10. Complaints that relate to Kennel Club events may be taken through the Kennel Club complaints process preferably by the Secretary/or if necessary, an Officer on behalf of the Committee.
11. Investigating complaints will be undertaken by the Secretary unless that individual and/or two or more Officers are involved with the complaint, in which case the complaint will be handled by the designated committee member. Any Officer or committee member who is the subject of a complaint must not handle, investigate or be involved in any related meeting (or portion of meeting), nor take part in any vote relating to the complaint. If the resolution of the complaint will take a long time, the complainant should receive regular updates as to the progress being made.

12. Where a complaint of a criminal nature is made by a named person or persons, they should be encouraged to also report the matter to the relevant legal authorities.

## **Collusion**

13. The Committee's response to a complaint will be agreed in a timely manner either by email, face-to-face meeting or video conference at which a minimum of five elected members will be present. Decisions will be taken by majority vote. A Chairman must be appointed to ensure a deciding vote.
14. Where a complaint is upheld, sanctions will be proposed for confirmation by majority vote at the next Committee meeting.
15. Where the contact details of the complainant are known, the outcome of the complaint will be communicated to them in writing.
16. Sanctions should take into account the Club's Constitution, particularly if these involve the expulsion of a member. Sanctions include but are not limited to written warnings, and for Officers and Committee Members votes of no confidence, referral to the Kennel Club or relevant legal authorities and in extreme cases expulsion.

## **Appeals**

17. If the complainant is dissatisfied with the outcome of the investigation into their complaint, they have a right to a single appeal by submitting it to the Club's Committee within 2 weeks of being advised of the outcome.
18. A summary of complaints raised and addressed, with the details of sanctions, during the previous year will be presented to the AGM but must exclude naming those involved.
19. All GDPR and Privacy Policy legislation will be followed.

## **Notes for Completing the Complaint Form**

Please provide as much information as possible such as who (or what actions, communication etc) the complaint relates to, full details of the complaint, when and where (physically or e.g. on social media) it occurred and whether there were eye-witnesses. If you have supporting documents, photos or screenshots please attach these.

**[Please click here for the Complaint Form.](#)**