



Complaints, Discipline and Appeals Policy

1. All concerns, allegations or reports of poor practice/abuse relating to the welfare of children and adults at risk will be recorded and responded to swiftly and appropriately in accordance with British Canoeing's Safeguarding Children and Safeguarding Adults policies. The Club Welfare Officer is the lead contact for all members in the event of any child protection concerns.
2. All complaints regarding the behaviour of members should be presented and submitted in writing to the Secretary.
3. The complaint will be investigated, a hearing conducted if appropriate, and any appeal considered as laid down in the Club's Disciplinary Procedure.