

Grievance Policy



Corpus Christi College Boat Club (“CCCBC”, “Club”) members may raise complaints for issues such as, but not limited to,

- The safety of Club activities;
- Poor standards of instruction or leadership;
- The standard of equipment used for Club activities;
- Poor Club administration;
- Unfair crew selection;
- The lack of suitable activities for their level of participation.

Escalation & Appeals

Members must follow the process below when raising concerns within the Club. Should you wish to appeal a decision by a Club official relating to your complaint, you can escalate the issue to the next level. Should you not be comfortable talking to the appointed Club official, you may bypass that level. The decision of the Senior Treasurer is final.

1	Captain	First port of call for all complaints
2	Coach	
3	Captain of Boats	
4	Senior Treasurer	Only for the most serious issues that have already been addressed to those above

For most complaints, at each level of escalation, Club officials will aim to respond within 7 days of an issue being raised. In certain circumstances, further investigation time is needed – Club officials will make you aware if they expect a delay in sending a response.

Disclosure

Members must be aware that no Club official can promise confidentiality, and that certain complaints may have to be disclosed to others. Club officials will make you aware of any actions they will take at the time of raising an issue, including who they will disclose the issue with.

Although CCCBC does not have children (under 18s) rowing regularly, there is potential for visits from those under 18 and adults at risk. Therefore, CCCBC has delegated the responsibilities of Club Welfare Officer (CWO) to the Captain of Boats. Any issues concerning safeguarding will be disclosed with the CWO.