



Complaints Procedure

1. Purpose

This procedure provides a clear and fair process for BPIC members to raise a complaint within the club when informal efforts to resolve the issue have not been successful.

All decisions made under this procedure will be guided by the principles of fairness, consistency, and equality.

2. Submitting a Complaint

Complaints must be submitted to the committee by email using **info@bpicni.com**. Access to this email account is restricted to the club's four office holders.

In cases where the complaint is sensitive, members may contact either the Chair or Vice Chair directly instead of using the general email address.

3. Handling of Complaints

Only the Club's officers are authorised to review complaints and make decisions. Where appropriate, officers may consult other committee members to support their assessment.

A minimum of two officers must be involved for a decision to be valid.

The officers will review each complaint to determine:

- whether it has merit, and
- what action, if any, is required.

4. Resolution Timescales

The officers will aim to resolve complaints—preferably through direct discussion with the complainant—within **fourteen (14) days** of the complaint being raised.

If a delay occurs, the complainant will be informed and kept updated

5. Possible Outcomes

Depending on the nature of the complaint, the officers may:

- provide information to clarify the issue,
 - offer an explanation of the situation, or
 - issue an apology where appropriate.
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6. Final Decision

Where complaints raised directly with the Chairperson or Vice-Chairperson, they will assess the matter in line with this procedure.

The decision made by the Chairperson or Vice-Chairperson is final.

7. Compliance Statement

This Complaints Policy has been developed to align with and operate in accordance with BPIC's revised policies on **Data Protection, Members' Rights and Privacy**, and **Safeguarding for Children and Vulnerable Adults**. Complaints are handled fairly, confidentially, and proportionately, with personal data processed lawfully and only where necessary. Any matter that raises a safeguarding concern is managed under the Club's Safeguarding Policy and, where required, referred to the appropriate statutory authorities.

8. Review

This policy will be reviewed regularly by the Committee and updated in line with changes in legislation or guidance.