Procedure for managing concerns/complaints

The Louise Smalley Challenge Walk is run by a Management Committee which functions as an Unincorporated Association. Members of this committee all give their time voluntarily throughout the year with the aim of putting together a safe and successful walk for the enjoyment and benefit of the local community. The underpinning principles of the Management Committee are to work together in a respectful and collegiate manner, while upholding the reputation of the Louise Smalley Challenge Walk.

The constitution sets out contractual arrangements for the elected Management Committee members so as they understand the responsibilities and obligations of their role. This document provides a framework should any concerns be raised regarding the operations or conduct of the Management Committee, support volunteers, walkers or anyone else associated with the walk.

# [How to raise a concern/complaint](#_Toc187251835)

# [How the concern/complaint will be managed](#_Toc187251836)

# Managing concerns/complaints regarding the conduct of individuals

# How to raise a concern/complaint

* 1. Concerns/complaints can be raised by email to [LSWalkapplication@gmail.com](mailto:LSWalkapplication@gmail.com)

# 2. How the concern/complaint will be managed

* 1. The Walk Manager will lead on all concerns/complaints unless they are exclusively related to the walk manager, in which case the Secretary will lead.
  2. All concerns/complaints will be investigated and findings reported back to the person raising the issue.
  3. Where a concern/complaint is not upheld, the case will be closed.
  4. Where a concern/complaint is upheld, relevant actions, where appropriate, will be taken to address findings. Actions will be incorporated into the Management Committee action plan matrix.

# Managing concerns/complaints regarding the conduct of individuals

* 1. Where a concern/complaint relates to the conduct of an individual, the investigation will be conducted on a need to know basis to protect the confidentiality of the individual. The individual will be made aware of the concern/complaint.
  2. All concerns/complaints will be investigated and findings reported back to the person raising the issue.
  3. Where a concern/complaint is not upheld, the case will be closed. Should the concern/complaint be found to be malicious, the Management Committee will be made aware so as appropriate actions can be agreed and implemented.
  4. Where a concern/complaint is upheld, the Management Committee will be made aware so as appropriate actions can be agreed and implemented.
  5. Any conduct or behaviour likely to bring the Louise Smalley Challenge Walk into disrepute may result in either an elected Management Committee member or any other member having their membership withdrawn. The member concerned shall have the right to be heard by the Management Committee, accompanied by a friend, before a final decision is reached. Following the hearing, the Management Committee will reach their final decision with 7 days and will provide a written response to the member concerned.
  6. The Management Committee may withdraw membership following a majority vote of Management Committee members. The member concerned will have the right to appeal this decision.