

Greystones Sailing Club Junior Sailing Complaints Policy

Greystones Sailing Club is committed to providing a safe, enjoyable, inclusive, and well-run environment for all junior sailors. We recognise that concerns may arise from time to time and are committed to dealing with them promptly, fairly, and in accordance with Irish Sailing best practice.

1. Scope

This policy applies to all complaints relating to:

- Junior sailing courses and activities
- Instructors, volunteers, or course delivery
- The welfare, treatment, or experience of junior sailors

This policy does **not** replace the club's Safeguarding Policy. Any safeguarding or child-welfare concerns will be managed separately and as a priority.

2. Principles

All complaints will be handled in line with the following Irish Sailing principles:

- **Fairness and natural justice**
- **Confidentiality**
- **Timeliness**
- **The welfare of junior sailors as the primary consideration**

3. Informal Resolution

Irish Sailing encourages issues to be resolved at the **lowest appropriate level** where possible.

- Parents/guardians should first raise concerns with the **Senior Instructor or Junior Course Organiser**.
- Many issues can be clarified or resolved quickly through open discussion.
- Informal resolution helps avoid escalation and supports a positive sailing environment.

4. Formal Complaints

If a concern cannot be resolved informally, a formal complaint may be made.

- Complaints should be submitted **in writing** (email is acceptable).
- They should be addressed to the **Junior Organiser or Club Commodore**.
- The complaint should include:
 - Name of the junior sailor
 - Date(s) and details of the issue
 - Names of those involved (if known)
 - Any relevant background information

5. Complaint Handling Process

- The club will **acknowledge receipt** of the complaint.

- The matter will be reviewed by the **Junior Organiser and/or Executive Committee**, as appropriate.
- All parties will be given an opportunity to be heard, in line with **natural justice**.
- A response or outcome will be provided within a **reasonable timeframe**, depending on the nature of the complaint.

6. Safeguarding Concerns

Any complaint involving:

- Child welfare
- Safeguarding
- Allegations of inappropriate behaviour

must be reported **immediately** to the **Club Safeguarding Officer** and will be managed in line with:

- The club's Safeguarding Policy
- Irish Sailing Safeguarding procedures
- Children First guidelines

Such matters may be referred to Irish Sailing or statutory authorities where required.

7. Outcome and Follow-Up

- All parties will be informed of the outcome once the process is complete.
- Where appropriate, actions will be taken to improve procedures, training, or course delivery.
- Complaints and feedback are used constructively to enhance junior sailing programmes.

Reviewed By:

Mark Hanley – Centre Principal

Date:

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