

The guiding principle should be that any member with a complaint about treatment by the Club or by any member of the Club should set out their grievance/concern along the following lines.

- * If a member has any complaint about any aspect of their rowing experience it should be taken up with their captain.
- * If the matter cannot be resolved at this level it should be referred by the member in writing to the Chair and Welfare Officer.
- * All final decisions or advice will be in writing and by the consent of the committee.
- * Any club member can have informal discussions with a committee member or the Welfare Officer. This may lead to the matter being referred to the Chair or the Welfare Officer.
- * The committee is here to support all members as and when needed. This can only be to the benefit of IPGC.