

The Working Newfoundland Club

Complaints Policy



This policy tells you how to make a complaint to The Working Newfoundland Club regarding someone's conduct or behaviour. A complaint could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating.

We take any complaint seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

We will always give priority to concerns that affect safety and welfare of both humans and dogs.

Making a complaint

- If possible discuss your concerns with the Event Manager where the complaint has arisen, they may be able to resolve your concern.
- All complaints are treated confidentially and are initially confined to the person dealing with the complaint, the person concerned in the complaint, witnesses and the person making the complaint and the committee members. However The Working Newfoundland Club reserves the rights to involve outside agencies should the matter require outside involvement.
- If this is not successful, involves the Event Manager or occurred outside an event then a written complaint to the address at the bottom of the policy would be the next step.
- We will not accept anonymous complaints as The WNC needs as much information as possible to solve any problems effectively
- If the complaint involves a committee member then they will not be directly involved in the investigation process

Who to contact to make a complaint

Complaints relating to club matters will be handled by the committee of The Working Newfoundland Club.

- At an event – The test manager
- Committee members – Kev Mercer or Lisa Phillimore will act as our complaints officers to deal with any complaints in the first instance. Their phone numbers and email contacts can be found on the contacts page of our website.

The Investigation Process

You will receive an initial response to your complaint within 14 days of receipt. We will investigate your complaint thoroughly. This means that we will discuss the complaint with all of the relevant people involved. We will gather any information that may be relevant to handling your complaint.

You will be contacted to inform you of the steps that need to be taken to fulfil the Working Newfoundland Club's duties in investigating the complaint thoroughly.

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You will be appointed a person who will be your point of contact throughout the process. This person will ensure you understand fully what is happening and why. You will receive updates every two weeks while the investigation is ongoing. If there is a delay you will be informed of the reason.

The possible outcomes from a complaint

In many cases, a complaint can be resolved informally, this may include:

- A change in arrangements for particular activities
- An explanation or apology
- An agreement to communicate or act differently in future

If an informal resolution is not suitable, then a small committee of senior officials will look at the information about the case. They might decide to take the following action:

- Disciplinary action under the club's Code of Conduct
- Disciplinary action against an official
- A decision to refer the case to another organisation such as the Police
- Closure of your complaint without action

Possible disciplinary action

If disciplinary action is deemed necessary it may take the form of:

- A formal letter regarding a person's behaviour or conduct
- In extreme circumstances, the cancelation of a person's membership without refund of the membership fee
- The decision not to offer appointments to a person to officiate at a future test event

If a complaint is upheld against a committee member, that person may be removed from the committee.

Contact details

Secretary: - Lisa Phillimore, 7 Mill Road, Salhouse, Norwich, Norfolk, NR13 6QA

Telephone: - 07919895073

Email: - secretary@theworkingnewfoundlandclub.co.uk