

How to send Compliments, Complaints and Suggestions to the Club

The CBC welcomes all forms of feedback. Compliments, complaints and suggestions should be sent to the Club President, president@canberrabushwalkingclub.org. If for some reason, you feel that the President may not be impartial in relation to a particular suggestion or complaint, you may address it to any other Committee member.

Please note that decisions on suggestions and complaints will normally involve more than one Committee member, and may involve discussion at a Committee meeting. The President or other Committee member charged with responding to a complaint may ask a person outside the Committee for advice.

If you are thinking of suggesting a change to a club policy or procedure, please first check the documents listed on the Club Documents link. That may allow you to make your suggestion specific, for instance, that the sentence 'xxx' be changed to 'yyy'.

If you are making a complaint, please include as much factual detail as you can, such as the date and place an incident occurred, and the names of any other people present. If your complaint is about the actions of a particular person, you must name the person. This will allow the person who is given the task of responding to your complaint to check the 'other side of the story'.

Complaints will not be accepted if they are anonymous, or contain threats or abusive wording. Any complaint that covers substantially the same ground as an earlier complaint made by you, and for which you have already received an answer, may receive only a brief response.

Approved by the CBC Committee 24 April 2013