EGBA Complaints & Concerns flowchart

A complaint/concern may be raised verbally to any committee member or in writing to shuttlecock3875@gmail.com If complaint/concern is verbal, it is preferable it is followed up in writing, preferably within 24 hours to shuttlecock3875@gmail.com The Committee will acknowledge receipt of the complaint/concern by return email The Committee will discuss the matter If a Committee member is a subject in a complaint, they will have an opportunoty to respond and then step out of the Committee discussion The person raising the concern/complaint will be invited to a meeting to discuss their concern with TWO Further actions will be taken as discussed by all parties and as agreed by Committee A written summary of the agreed actions will be circulated to involved parties