**Complaints**

**General**

We sincerely trust that all of our sessions are run in a professional manner. We have carefully formulated a strict set of procedures to assist us in providing safe and fun training sessions within national guidelines governing our conduct and behaviour.

As one of the earlier Surf Life Saving Clubs in the country, established in 1960, we have immense pride in our volunteer committee and members who are responsible for the safe delivery and exciting content of our training sessions and making the club the success it is today.

Our team consists of highly qualified Trainer/Assessors, Coaches and Safety Crew ably supported by keen-to-learn volunteers who are starting their journey to life saving qualifications. These qualified and training volunteers help enable our club to grow with a view to accommodate a growing membership of Youth and Nippers.

Our team continually update their qualifications and expand their confidence and competence to enable others to enjoy the training we put on. Please be very considerate to all our volunteers (qualified and those in training) as well as other club members and parent/carers.

Whilst in theory situations can be planned in fine detail, in an ever changing environment such as the sea, we may at times have to adapt our session planning or even cancel sessions. Please show us understanding and patience, your safety is our priority.

However, if we have fallen short of our own high expectations, we would very much welcome your comments. Our complaints procedure requests that you first make your complaint to the club Trainer, Coach or Club Captain in confidence. It is hoped that the complaint can be dealt with satisfactorily in an informal manner. If however, you wish to make a more formal complaint, this would need to be in writing, as further investigation may be required, please address your formal complaint to the Chairman at Banthamslsc@gmail.com.

**Safeguarding**

Bantham Surf Life Saving Club takes the subject of Safeguarding very seriously. Our club officials are DBS checked and we operate in accordance with the Surf Life Saving Great Britain safeguarding framework.

However, it is essential that lines of communication are always open and should you have any concerns with regards to safeguarding matters, please raise them with our Safeguarding Officer at safeguardingslsc@gmail.com