

Complaint Policy

Revised: 03/10/22

The OCSJ takes all complaints seriously and will research and resolve all complaints in a timely manner. Complaints can be made between a club member and a trip leader, member to member, or member to the OCSJ Board. Complaints can only be made on a situation that occurred during a club event. Shuttles are not part of a club event.

1. All complaints must be submitted within 30 days of the event. You can either submit a written letter or utilize the Complaint Form, which is available on the OCSJ website under Policies and Forms. All complaints are sent to the President. The email address is president@ocsj.org. The club's USPS address is PO Box 74 Oceanville, NJ 08231. No verbal complaints will be accepted. The complaint must include the names of the parties involved, date of the incident, the nature of the complaint, and location where it occurred. If there were any witnesses to the event, those names could be included as well.

NOTE: If the complaint is against the President, the Vice-President presides. The email address for the Vice-President is vp@ocsj.com.

2. The OCSJ President will initiate the investigation of the complaint and will contact all parties involved to obtain all information pertinent to the complaint.
3. The parties involved will have an opportunity to explain their position on the complaint.
4. The OCSJ President and the Executive Board will decide on how to resolve the complaint.
5. The parties involved in the complaint will be given a copy of the decision.
6. All OCSJ Executive Board decisions are final and there is no appeal process.
7. The final resolution of the complaint may include the club member(s) receiving a verbal warning, a suspension from club activities for a determined amount of time, or permanent disbarment from the OCSJ.
8. The complaint resolution will be documented, along with the original complaint form and any other written reports that were required and will be stored in our record retention file for future reference.

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EXAMPLES OF INAPPROPRIATE BEHAVIOR

The OCSJ will not tolerate inappropriate behavior by any member during a club event.

The following are examples of inappropriate behavior and may include but are not limited to:

- Disruptive behavior at an OSCJ event, such as loudness or drunkenness.
- Verbal or physical abuse.
- Derogatory remarks pertaining to age, race, religion, political affiliation, mental or physical disability, gender orientation, physical appearance (body shaming), unwanted touching or unwanted attention, sexual innuendoes, improper advances, or lewd jokes.
- Illegal substance use/possession, drinking alcohol, smoking, or gambling where prohibited.
- Disregarding OCSJ safety rules - for example: refusing to wear a PFD on a paddle or not adhering to bike safety rules.
- Abusive, insulting, or offensive comments made during a club event.