

Complaints Policy

Complaints must be submitted in writing. If the complaint deals with a trip leader, then that leader is asked to submit a written report. The President or Executive committee will try to resolve the issue. (November 8, 2007)

Complaint Policy –

- a. The person with a complaint must make a formal complaint.
- b. This must be followed with a written complaint to the Board either in an email or a letter.
- c. The board will seek trip leaders' input, or other parties as necessary
- d. The President and the Executive Committee make the initial analysis about the complaint.
- e. The Board will make the final decision on how the complaint will be resolved

OCSJ reserves the right to remove members permanently from the Club and/or MeetUp for extreme incivility, unsafe or improper behavior, as judged by the Board of Trustees.