

## Concerns/Feedback:

The Club arranges a large number of Activities over the year for our Members - some through external service providers and others by our own members. To ensure that we continue to build on successful activities, the Management Committee has discussed and agreed it is important to put in place a **Process** for providing **Feedback** on an Activity whether that be a week away tour, day tour, regular monthly activity e.g. walking group etc.

Commencing **immediately** we ask that if, when attending a club arranged event you have a concern/complaint/feedback please provide this to your Activity Co-ordinator **ONLY**. This will apply for both internally and externally organised events. In doing this, it allows the Activity Co-ordinator to work through the concern/issue and endeavour to find a suitable solution where possible. The concern/issue will be referred to the committee for further action if a suitable solution is not found. We ask that in raising your concern/issue that it is done in a **respectful manner** - your Activity Co ordinator puts a lot of personal time into making these events work for you and it is their responsibility to manage our external providers e.g. On-Course Tours.

You might be asking why do we need to raise this issue and put a process in place - we are now a large club of some 230+ members with a lot of activities on over the year so feedback both positive and constructive assists us in continuing to provide quality events.

When you attend an event you are asked to sign an Attendance Sheet. You will note that the next time you sign one there is a change to the dot points on the Form. It will now read:

***I understand that I am the person who is fully responsible for my health and behaviour and I undertake to do all that is necessary so as not to place other participants at risk or under stress or duress or put them in danger because of the state of my health or behaviour.***

***I also understand that whilst I am participating in an event I am representing our Probus Club and that I will not do anything to impact the Reputation of our Probus Club.***