

## **Grievance Procedure:**

Every effort should be made by the members involved in a grievance to settle their differences. Keep in mind that misunderstandings often lead to bigger problems.

*Personally and tactfully letting the person know your grievance, will most likely result in resolution and a good-natured rapport.*

If this does not resolve the issue follow the below procedure.

1. All unresolved grievances should be immediately brought to the attention of the club administration without undue proliferation among the membership or the general public.
2. Members **MUST** email their grievances to [info@ncstangs.net](mailto:info@ncstangs.net) Include your name and phone number, a brief outline of incident/s, name of offending member (including founding members if applicable) and approximate date of incident. *Any information submitted will be confidential.*
3. Complaint will be handled in a confidential and impartial manner.  
After members have submitted a written complaint, 3 senior members *not* personally involved with either party will review the complaint and decide upon appropriate action.
4. If a member receives 3 or more valid written complaints membership can be revoked.

We are a diverse group of good people, we want everyone to have a good time and feel welcome!!