



2023 COMPLAINTS PROCEDURE

Should there be a complaint, it is hoped it can be resolved amicably through an informal chat about the matter with the Leader to whom the complaint was initially made... in the same way that anyone in a leadership position needs to manage the 'stakeholders' with whom they interact, whether Crew, Parent, other Leaders or someone outside the Walrus Cruise.

If the complaint is more formal, the following procedure should be followed. If the complaint is about the Commodore, then it should be escalated to the Vice Commodore:

