

BARTON & DISTRICT



Founded 1951

BADAC13 – Leavers E-mail Policy

Barton & District Athletics Club are committed to improving the Club and has a Duty of Care to its Members.

Although it is not always possible to know if a Member has left the Club the following 'trigger points' will be used to send a 'Leavers Feedback' e-mail:

- Verbal or written confirmation from a Member that they leaving the Club [due to a dispute or issue or they are not happy with the running of the Club in any way](#).

The Club Secretary will contact the leaver using the ***Leavers Feedback E-mail Template*** on page 2.

Any comments that are received by return are to be discussed at the next Committee Meeting to ensure that any appropriate actions are taken.

If there are any urgent comments, from the feedback, then the Club Secretary is to raise them as soon as possible with the Club Chairman and the Membership Secretary. They will then also be discussed at the next Committee Meeting if appropriate.

Leavers Feedback E-mail Template

Dear xxxx

I have been advised that you have decided to leave Barton & District Athletics Club. We are all very sorry to hear that this is the case.

In an effort to improve our Club for our Members I would be grateful if you could take the time to feedback to me on the following 8 questions. Please be as honest as possible with your answers and as any feedback – good or bad – will be used to improve the Club.

- 1 – Why are you leaving Barton & District AC?
- 2 – Do you feel that the Club gave you the opportunity to improve as a runner?
- 3 – How would you describe the culture of the Club?
- 4 – What could have been done for you to remain with us?
- 5 – If you had any concerns did you share these with anyone prior to leaving the Club?
- 6 – How can the Club improve training and the development of our Runners?
- 7 – Would you consider returning to the Club in the future and if so, what would need to change (if anything)?
- 8 - Are there any points not covered by the above you wish to make?

If you would prefer discuss the answers to the above, please feel free to message me via Messenger or call me on the mobile phone number below.

Many thanks for helping with the above and all the best of the future.

Regards

BADAC Club Secretary