



**FOREST LAKE SPORTSMEN'S CLUB  
FORMAL COMPLAINT PROCEDURE & FORM**

4648 240<sup>th</sup> Street North  
Forest Lake, Minnesota 55025  
651-464-9931  
www.flscmn.com

## **COMPLAINT PROCEDURE**

The Forest Lake Sportsmen's Club (FLSC) Complaint Form should be used any time a member or non-member who has a complaint about a person, action, safety violation, physical layout of courses of fire, or activity that they feel needs correction.

This form may be found on the FLSC website: [www.flscmn.com](http://www.flscmn.com) or printed copies can be found in the main clubhouse. FLSC Complaint forms should be completed and signed so follow-up with the complainant can be made.

If you feel you need to document a safety violation or any other action that you believe needs attention from the FLSC Board of Directors, please fill out this form and either email, mail, or deliver to any FLSC Board member.

Board members are required to take all complaint forms to the President of the Operations Board. The President of the Operations Board will review the complaint and assign it to a Board member for review/investigation, or correction. The complainant will be notified of the disposition of the complaint. If the complaint involves a FLSC member or employee as the principle in the complaint, the results of the findings are considered "private data." Only complainants will be notified of the results in personnel actions if there was found to be misconduct, rule, or policy violations. The details of the review or investigation are also considered private data and will **not** be shared with the public or general membership

The President of the Operations Board will maintain a log of complaints and their status including resolution. The President of the Operations Board will ask for resolution in a timely manner and all each complaint will be reviewed by the Operations Board for concurrence.

Please fill out the FLSC Complaint Form on the following page.

***The Forest Lake Sportsmen's Club and its Boards of Directors strive to offer a safe shooting sports environment for EVERYONE!***



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**To be used regarding issues of Safety, Operations, or Facilities**  
**CALL 911 in EMERGENCY**

Please print clearly

Name of Complainant: \_\_\_\_\_

Address/City/State/Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ email: \_\_\_\_\_

DATE & TIME OF COMPLAINT: \_\_\_\_\_

LOCATION OF OCCURRENCE: \_\_\_\_\_

MEMBER/NON-MEMBER INVOLVED: \_\_\_\_\_

DESCRIBE IN ACCURATE DETAIL, THE NATURE OF THE COMPLAINT:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(CONTINUE ON BACK IF MORE ROOM IS NEEDED.)

GIVE THE NAME(S) OF ANY WITNESSES AND THE PERSON TO WHOM YOU FIRST REPORTED THE INCIDENT:

\_\_\_\_\_  
\_\_\_\_\_

PLEASE DESCRIBE WHAT ACTIONS CAN BE TAKED IN ORDER TO DEAL EFFECTIVELY WITH YOUR COMPLAINT AT THIS TIME:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

PLEASE DESCRIBE WHAT MEASURES CAN BE TAKEN TO AVOID A REPEAT OF YOUR ISSUE:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature of Complainant: \_\_\_\_\_ Date: \_\_\_\_\_  
(required)

Complainant recorded by: \_\_\_\_\_ Date: \_\_\_\_\_