

Welfare Officer

As a CTC/CUK Member Group we have a duty of care to members and individuals who take part in our activities and events and, in order to conform to current legislation, we need to show accountability within our own group, as well as to National Office.

The Welfare Officer's principal duty is to manage the process of responding to complaints and issues arising during or in connection with SDCTC activities. For example, this might arise where an individual causes disruption on a ride, or a concern is raised about another member's behaviour. This includes email messages and internet postings which explicitly relate to SDCTC activities. Issues may be raised verbally, in writing or via the website.