

Complaints Procedure

Any complaint must be dealt with in accordance to the club's constitution. The procedure for dealing with complaints should be well advertised, should be included in welcome pack for new members.

Take time to try and resolve a complaint at the outset will result in a quicker and often more acceptable outcome for all parties.

A "complaint" includes grievance, allegation, and query, expression of concern or identification of an issue. Wherever possible, those making a complaint should identify whether their communication to the club concerning matters of this kind is or is not intended to be a complaint.

Anyone who is the subject to a complaint must be offered the opportunity to be heard in their defence.

Example of Good Practice

Making a Complaint

- Any complaint must be made in writing and must contain specific details including dates and times, the issue and names of any witnesses.
- Complaints surrounding bad practice or child protection issues should be addressed to the Child Protection Officer (CPO).
- Complaints not connected with bad practices/ child welfare should be directed to the club secretary.

Responding to a Complaint

- The CPO or Secretary should respond within 5 working days, acknowledging receipt of the letter, explaining the process and confirm the timescales which will be followed.
- Gather Evidence: The CPO or Secretary should arrange to interview all those involved in the complaint. A list of question specific to the complaint should be compiled and adhered to.
- Responses to the questions should be recorded and the witness should then be given the notes, agree as a true record, sign and date.
- Arrange to meet with the person against whom the complaint is being made, a copy of the complaint along with the evidence should be provided. He/ She should be asked to comment and all details of the interview should be recorded, agreed, signed and dated.

Note: Interviews should be conducted in an objective and fair manner giving all parties an opportunity to respond to an allegation.

Review Evidence

- All correspondence and evidence should then be considered either by the CPO/ Secretary and one other or by an independent person from out with the club.

The Decision:

Example: complaint against coach – poor practice.

- An interview should be conducted with the coach to go over the code of practice and expected standards of behaviour.
- A caution or warning as to future conduct should be issued.
- The Interview should be recorded and kept on file.
- The decision made and the action taken shall be notified in writing to all interested parties.