

Aberaeron Sports Club

Complaints Policy

Aberaeron Sports Club (ASC) wishes to deal with complaints in a fair and effective manner club or centre and tackle problems before they become serious. If problems do become serious, this policy provides a way for us help.

The policy is agreed by the committee and is available to all members and other users of the club.

ASC acknowledges that:

Everyone has the right to complain

Complaints should be dealt with in a fair manner

Complaints should be dealt with regard to the equality policy, including helping complainants to make the complaint in a the way that is most helpful for them

In responding to a complaint the committee will:

- Keep the matter confidential
- Follow the safeguarding policy in all matters that may be wholly a safeguarding concern or contain an element of safeguarding
- Follow the incident policy for all complaints that may be wholly or partially related to health and safety, risk and accidents
- Escalate the complaint/concern to other authorities where appropriate

Process

Written complaints should be directed to the secretary who will acknowledge the complaint within 5 working days. In the absence of the secretary, the chairperson will respond. In the absence of both a committee member may respond.

The acknowledgement should contain a copy of the complaints policy.

The complainant should be updated by the acknowledger fortnightly.

A committee member will be tasked with investigating the complaint.

The investigating committee member will be independent of the complaint.

If no independent committee member can be found, then the matter should be escalated to a county or national body for help.

If the complaint involves the conduct of an individual in the club, that individual also has the right of response.

The investigation should be presented to 3 committee members meeting as a panel and an outcome agreed. Again, these individuals should be independent of the complaint.

The outcome should be reported to the complainant.

The complainant should be provided with the details of the responsible national body in case they are not happy with the outcome of the complaint.

A written record of the proceedings should be kept confidentially.

Outcomes might include:

- Changes to procedures or arrangements
- An explanation or apology for particular behaviour
- An agreement to behave differently in future
- Formal disciplinary action against a member under the rules of the facility
- Formal disciplinary action against a member of staff
- Changes to contracts or other formal agreements
- Referring the case to the appropriate national sports body
- Referring the case to a statutory authority
- Taking no action

Agreed by committee

Date: 1.4.21

Signature of chair: Roger Jones

Review date: 1.4.24