



Complaints & Disciplinary Procedure



Complaints Procedure.

The club recognises that people may have a legitimate complaint relating to the services the club offers, other members, club staff and other areas of the club's activities. The club undertakes that it will take any such complaints seriously and will deal with them in confidence and without recrimination.

It is hoped that most complaints can be resolved by members pursuing the matter informally, but directly with the staff or members concerned. Only when informal proceedings fail should the other steps in this procedure be followed.

Informal Procedure

Most complaints can be resolved informally and this may best be achieved by a member discussing the matter with a coach or official in the first instance. They then may refer the member to another person such as the coach in charge of the session, Team Manager or Club Chairperson.

If a complaint is serious or of a confidential nature then an appointment should be made to speak to the Club Chairperson, Head Coach or Team Manager. These officials can offer confidential advice on how best to proceed or to offer a resolution to the matter.

If, having undertaken this process, the member believes their concerns have not been appropriately addressed, then they may follow the formal procedure. Members then might find it helpful to take advice from other sources such as the ASA legal department.

Formal Procedure

This procedure is intended to help resolve member's complaints. It is not intended as a prescription of stages to be followed in every case and should be used as flexibly as possible to ensure complaints are dealt with swiftly and fairly.

Complaints should be set down in writing and submitted to the Club Chairperson. You will receive a written response within 10 working days.

The Chairperson will also arrange a meeting with the member to discuss the matter in person but a written response will also be given to the member. If, following this written response, the complaint still remains unresolved, you may arrange for another meeting to discuss the matter further at which you can bring a parent, friend or other source to represent you.

You will again receive a written response to this meeting within 10 working days with an outcome of the meeting.

If you are still unhappy then you may contact the Club Chairperson again to arrange a meeting of the club committee with yourself to discuss the matter. In this instance you should again formally submit your complaint and the reasons for you believing it has not been dealt with.

Once this meeting has taken place the club committee will resolve an outcome and will inform you of their decision within 10 working days in writing.

If you are still not satisfied then you may contact the ASA to seek advice and initiate a formal complaint about the club as per their complaints procedures.

Conclusion and Notes

These procedures have been established to ensure a fair and full investigation of complaints can be undertaken. If you can however provide evidence that the matter has not been dealt with in a formal manner by the club a full review will take place.

Any such evidence should be submitted in writing to the Club Chairperson as soon as you can. You should also include copies of correspondence concerning the matter and any other material evidence, which supports your case.

Dissatisfaction with the outcome of the complaints procedure is not grounds to trigger a review of the complaint itself.

The club recognises that members may not be familiar with the procedures and so will inform members of them should a complaint be made which does not adhere to the formal procedure.

If at any stage your complaint is considered to lack merit, or be frivolous or vexatious then the club may dismiss it. Should this occur then the club would supply you with a written response detailing its reasons for this action.

Disciplinary Policy

The club recognises that discipline is an important aspect of the club's activities. Violations of the code of conduct and other policy documents may result in the need for sanctions to be taken against members to maintain effective discipline in the club. The club shall operate on the foundation of disciplinary action being taken where and when it is needed not where and when it is seen by other members or parents to be needed or not needed.

The procedures outlined here should be followed in most cases to ensure that discipline is effectively and fairly maintained across all members. This will ensure that there is little scope for complaints to be made against individuals and will result in a transparent system of disciplinary action being taken in all cases.

Members, parents & guardians should be aware that all club staff have the power to enact the disciplinary procedures in this policy if they feel a violation of the code of conduct is occurring. It is not necessary for the person enacting the procedures to be directly involved in the club's activities.

Common Issues Requiring Discipline

- Violations of the code of conduct.
- Behaviour, which is disruptive to a training session.
- Behaviour, which prevents others from learning or developing.
- Actions, which have an impact on the health, safety and welfare of others.
- Actions, which have a negative impact on the clubs reputation whilst a member is involved in a club activity.
- Actions, which a club official, teacher or helper feel fall outside the clubs aims and ethics.

Procedures

When a teacher, official or helper witnesses an act by a member which does not adhere to the code of conduct or another official policy document they should first communicate to the member the nature of the violation. The member should be informally made aware of what they are doing wrong and what they should do to change this. This should take place within the session, most commonly in the lane at training as the actions are taking place.

Should the member continue to be in breach of club policy the coach should again give a verbal warning to the member. They should also inform the person in charge of the session at this point. The member should then be given a final chance to proceed with the session or club activity.

Should the member then continue their actions they should be removed from the teaching group. The person in charge of the session should then be immediately informed. The member should be told the sections of the code they are in violation of and be told that this behaviour is unacceptable. They should then be told that formal disciplinary action is to be taken and they should not take part in any further activities of that session.

The person in charge of the session should maintain appropriate care of the member in view of the clubs duty of care to them. The teacher, official or helper enacting the formal disciplinary action should complete a club incident form detailing the event and should formally note down the violations and actions taken. These should be submitted to the Club Chairperson as soon as possible.

Once the Chairperson is in receipt of incident report and any other material they will make a decision as to whether any further action is needed or if the matter can be halted at this point. The member will be informed of this action in writing within 10 working days detailing the reasons for this decision.

Should the Club Chairperson decide that further action is needed then they will arrange a meeting between the member, the parents or carers of the member, where appropriate, and the committee. Before this occurs the club chair person will investigate the matter further to establish the facts surrounding the incident.

These will be formally presented to the member 5 working days before the meeting, who will have an opportunity to challenge them at the meeting. At the meeting the Club Chairperson will present the facts as they understand them to the member and they will outline the areas of violation. The member will then have an opportunity to respond to this. The member may bring a friend, parent or carer, or other representative to speak on their behalf at this point. The member will also be made aware of the clubs complaints procedures and given a copy of this full document as well as any other documents concerning the incident. Full minutes of the meeting should be made and agreed by all parties.

The Chairperson will then end the meeting. The committee will then resolve an outcome for incident. Full minutes will be made of this process. The Chairperson will then communicate the outcome off the meeting with the member, with appropriate reasons for the decision and provide minutes of the meeting within 10 working days of the decision in writing.

The member will then have an opportunity to either lodge a complaint in which the complaints policy will be followed or contact the ASA for further guidance.

Accepted by Club Committee:..... Name:

Position:..... Date:

