

Complaints and Disciplinary Policy

This policy applies to all employees, volunteers, members, visitors and visiting teams. In the event that any employee, volunteer, member, visitor or visiting team feels that they have suffered discrimination or harassment in any way or that the policies, rules or code of conduct have been broken, they should follow the procedures laid out below.

1. A written complaint should be submitted to the welfare officer in person or via e-mail (klake76@live.co.uk).

The complaint should include:

- Details of what occurred.
- Details of when and where the occurrence took place.
- Details of any witnesses.
- Names of any others who have been treated in a similar way (provided that those people consent to their names being disclosed).
- Details of any former complaints made about the incident.
- An indication as to the desired outcome.

Alternatively these details maybe recorded by the welfare officer.

2. The welfare officer or a representative of the welfare officer will then review the complaint.

Following a review, they:

- Will request that all parties of the complaint submit written evidence regarding the incident(s).
 - May decide (at their discretion) to uphold or dismiss the complaint without holding a hearing.
 - May (at their sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case with representation if desired.
 - Will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy or the code of conduct:
 - A) Warn as to future conduct.
 - B) Suspend from membership.
 - C) Remove from membership.
 - D) Exclude a person from club activities and events, either temporarily or permanently.
 - E) Turn down a non-member's current and/or future membership applications.
 - Will provide all parties with written reasons for their decision to uphold or dismiss the complaint within 2 weeks of such decision being made.
 - Should the complainant remain unsatisfied with the decision handed down by the England group then the GB Grievance and Disciplinary policy shall be used as an appeals mechanism. A copy of any correspondence sent to GB for the appeal shall also be provided to the England Welfare officer. Such appeals must be made, in writing, within 7 days of receiving the challenged decision.
3. If the complaint shall be against the England Welfare officer themselves, then the England Board shall appoint a suitably qualified individual to act in their place.
 4. It is recognised that the policy as laid out above does not allow adequate redress if the complaint is concerning any part of the organisation or as it as a whole; for example if a person or persons feel they are being put in a difficult situation with no redress against the decisions or requests being directed towards them or made on their behalf. Under such circumstances the GB policy can and must be used as a first option.

5. It should be pointed out that these policies do not preclude talking to and communicating with the member of staff directly responsible for and able to affect any outcomes of any issues raised.
6. Only when these options have been exhausted should an issue be elevated to a formal complaint.

Katie Lake

Welfare Officer

Date: 01/07/2019

Review Date: 01/07/2020