Club complaints procedure policy

In the event that any member feels that he or she has suffered discrimination in any way or that any of the Club policies, rules or Code of Conduct have been broken, they should follow the procedures below:

Initial claim:

1. Notification of the intention to make a formal complaint shall be made in writing to the Club Secretary in a timely manner.

2. The complaint should include the following:

   a) Name(s) of the person(s) against whom the complaint is made
   b) Details of what, when and where the occurrence took place
   b) Any witness statements and names
   c) Names of any others who have been treated in a similar way
   d) Details of any former complaints made about the incident, date, when and to whom made
   e) A preference for a solution to the incident.

3. The Club Secretary will nominate 2 other members of the Committee to form a complaint hearing sub-committee (comprising 3-committee members in total). The sub-committee may wish to interview the complainant to establish more facts or seek clarity. Once the sub-committee fully understands the position it will invite the person(s) accused to attend a hearing at a suitable time and venue within 10-working days of the date of the complaint.

4. The person(s) accused has the right to be accompanied by a friend or family member but that person will not be allowed to engage in the discussions.

5. The complaint hearing sub-committee shall proceed in the absence of the person(s) accused, unless it is satisfied that there are reasonable grounds for the failure of the individual(s) to attend in which case a further but final hearing will be convened.

6. The complaint hearing sub-committee will review the complaint giving adequate time for questioning and full explanations to be provided by the person(s) accused. The sub-committee will adjourn the meeting to allow due consideration of the findings and once a decision has been made invite the accused person(s) back in the room to deliver their verdict. The sub-committee have the power to:

   a) Dismiss the complaint
   b) Warn as to future conduct.
   c) Suspend the person(s) accused from membership
   d) Remove from membership the person(s) found to have broken the Club's Policies or Codes of Conduct

7. Within 7 days after the hearing, written reasons for the decision and copies of minutes from the hearing will be sent to the individual(s) concerned.

Appeal process:

8. Should the person(s) accused not agree with the decision of the complaint hearing sub-committee then they will have the right to appeal against the decision.

9. Any appeal shall be put in writing and sent direct to the Club Chairperson within 7-days of the initial hearing. The appeal should clearly set out the reasons for their appeal although no further facts or information can be provided.

10. The Club Chairperson will invite another member of the committee to accompany him/her (someone who was not a member of the complaint hearing sub-committee) and set up an appeal hearing with the appellant(s) within 10-days of receiving the appeal request at a convenient day, time and venue.

11. The appellant(s) has the right to be accompanied by a friend or family member but that person will not be allowed to engage in the discussions.

12. The appeal hearing shall proceed in the absence of the appellant(s) unless it is satisfied that there are reasonable grounds for the failure of the individual(s) to attend in which case a further but final hearing will be convened.

13. The appeal hearing will review the case for appeal giving adequate time for questioning and full explanations to be provided by the appellant(s). The Chairperson will then adjourn the meeting to allow due consideration of the findings and once a decision has been made invite the appellant(s) back in the room to deliver his/her verdict. The Chairperson will have the power to:

    a) Dismiss the decision of the complaint hearing sub-committee
    b) Agree with the decision of the complaint hearing sub-committee

14. Within 7 days after the hearing, written reasons for the decision and copies of minutes from the hearing will be sent to the appellant(s).

15. The decision of the Chairperson shall be final and there shall be no right of further challenge.

Date policy agreed by the Club Committee 15th June 2023

Signed on behalf of the Club Committee 

Chairman/Secretary/CWO