

WGTC Complaints and Appeals Policy – 10/2019

This policy will be followed if a member or parent/guardian, of a child/young person on the coaching programme, wishes to query the clubs' actions and decisions or is concerned about someone's conduct or behaviour, which may be deemed to be unsafe, unprofessional, discriminatory or offensive.

The Club takes complaints very seriously. Members and parents have the right to complain and should not be harassed, victimised or put at any disadvantage as a result of making a complaint.

Equality: Under the WGTC Diversity and Inclusion Policy, members should receive a proper response to their complaint with due regard to 'protected characteristics', such as age, race, disability.

Fairness: The Club believes that complaints should be dealt with fairly and openly. A member affected by a complaint should be given the chance to contribute to and respond to any allegation, unless this would mean that others might be put at risk.

Safety and Welfare: The Club will give priority to any concern that may compromise safety and welfare. Issues affecting children or adults, who are vulnerable, will be treated urgently.

Confidentiality: The Club will treat complaints as confidentially as possible and will not share information if, for example, the Club believes it may endanger someone's welfare or safety.

Informal Stage: If the complaint is relatively minor, and wherever possible, the Club encourages members to try to deal with their concerns informally by, for example, talking it through with the Welfare Officer or a Committee Member and agreeing a way forward. The Committee are highly visible around the Club and members are regularly reminded (via newsletters and the website) to feedback any concerns.

However, if the complaint is more serious or if a dispute cannot be settled informally, the member will be asked, and offered support as necessary, to put their complaint in writing. If there is more than one party to the complaint, the parties will be asked to submit written evidence.

Formal Stage The club will aim to give an initial response to the complaint within 5 working days and will arrange for the complaint to be investigated, by a suitable person such as a Committee Member, in a timely manner. The club reserves the right to convene a small group of Committee Members to look into a complaint. This group will not contain any Committee member directly involved with the complaint or one who has been complained about. The Club may, at its sole discretion, decide to uphold or dismiss the complaint without holding a hearing. The Club may, at its sole discretion, decide to hold meetings and/or a hearing, at which parties may be asked to attend, accompanied if they so choose.

Keeping the complainant/member informed: The member will be given the details of a person (such as a Committee Member) who will be their point of contact, during the process, at the club. That person will support the member with the procedure and help to answer any questions. The member will be given an update on their complaint every 2 weeks and will be kept informed of any unavoidable delays.

The outcome: The Club will provide parties with written reasons to confirm the outcome of the complaint, where possible within 28 days, and will determine whether the complaint has been upheld or dismissed. All complaints and their outcomes may be reported to the full Committee, but they will not be recorded in any minutes or made public to the wider membership.

Examples of possible outcomes:

- A practical change in arrangements for certain activities
- An agreement to communicate or act differently in future
- An explanation or apology

Possible action:

- Closure of the complaint without further action
- Formal action under the Rules of the Club
- Formal action against the coaching provider
- Changes to the Club's arrangements or contracts
- A decision to refer the case to another organisation such as the LTA, Police or Social Services

Examples of formal action under the Rules of the Club:

- Warning as to future action
- Suspension from membership
- Recommendation of removal from membership, for Committee approval
- Exclusion of a non-member from the club and turning down a non-member's future membership

Right of Appeal: A dissatisfied party may appeal to the Chair of the Committee in writing within 14 days of the Club's decision being notified to them. The grounds for appeal must be stated. Appeals are restricted to the submission of new and additional evidence or allegations of lack of due process.

Reasonable Adjustments: The Club will give due consideration to anyone who may need additional support in the process and offer reasonable adjustments, where appropriate. For example, by providing extra time and direct support to someone who may have a disability or individual need.

Signed: Date:

Signed: Date:

WGTC COMPLAINTS FORM

ISSUE:

DETAILS OF INCIDENT:

WHEN AND WHERE THE INCIDENT TOOK PLACE:

WITNESS DETAILS AND WITNESS STATEMENTS (IF ANY):

ANY OTHER RELEVANT INFORMATION, INCLUDING AN INDICATION OF DESIRED OUTCOME:

Signed: Date: