



## **COMPLAINTS PROCEDURE**

This procedure is designed to provide an open and consistent approach to handling complaints. Any complaint or allegation concerning the Welfare of Young People must be reported to one of the Club Welfare Officers immediately. All concerns or allegations will be treated confidentially.

### **Complaint**

All complaint must be placed in writing to the Secretary of the Hockey Club, within 7 days of the incident occurring. Verbal complaint can be made to any member of the Committee but it will still need to be put in writing before the Disciplinary Committee.

At this stage, the complainant can expect anonymity.

### **Disciplinary Committee**

The Secretary will arrange a Disciplinary Committee to consider the complaint in line with the procedures detailed in the club's disciplinary procedures. The Committee must be quorate according to the Constitution of the club and should contain the Chair of Club or the Vice Chair if appropriate. The Committee should not contain anyone involved in the complaint.

An informal warning may be issued or the person being complained about will be invited to meet with the Disciplinary Committee. From the date of contact between the Disciplinary Committee and the person being complained about, seven days will be allowed for a response to any allegations.

### **Outcomes**

In the event that there is no response or there is positive admission of the validity of the complaint the Disciplinary Committee will take the relevant action.

In the event that the complained against wishes to address the Disciplinary Committee, this should be made possible in the shortest possible time and take no longer than seven days from the initial request to address the Disciplinary Committee.

In the event that the complaint is refuted or it is claimed that the complaint was malicious, the Disciplinary Committee will need to consider the weight of evidence on both sides and if practical carry out further investigations. (At and beyond this stage the anonymity of the complainant cannot be guaranteed). The Disciplinary Committee will write to both parties informing them of the disciplinary action taken.

## **Appeals**

A ten-day appeal period takes affect at this stage. In the event of an appeal a new Disciplinary Appeals Committee will be called which does not involve any members of the Disciplinary Committee.

Appeals should not be based on the mere fact that the person being complained about is unhappy with the disciplinary action taken. In general an appeal would be concerned with the range and comprehensiveness of the evidence, for example evidence may have been disregarded or a person was not given the opportunities to state his/her case.

The Disciplinary Appeals Committee's decision shall be final and binding. A brief report should be made to the next meeting of the full Committee.

Adopted January 2015 | Reviewed annually

