



Grievance / Complaints Policy & Procedure

Introduction

Bournemouth Lions Wheelchair Rugby (the Club) seeks to create a culture where people feel valued, respected and where their talents and ambition are realised. As such, it is important to us that we deal fairly and quickly with any grievance or complaint received from anyone associated with the Club; be they players, volunteers, officials or supporters.

It is also the Club's policy to ensure that the public and other external bodies with any complaint about the Club or any of its members have access to a procedure which can help to resolve such complaints as quickly and fairly as possible.

This Policy and Procedures provide for individuals, whatever their relationship, role and status, to raise a complaint and have it appropriately considered and dealt with.

Confidentiality

All records of complaints will be maintained in accordance with the Club's Data Protection Policy. It is important that confidentiality is respected at all times by all parties involved in the process.

The Complaints Procedures

Stage 1 – Informal Process

It is hoped that most grievances and complaints can be resolved without recourse to the formal process. As such, if you have a complaint, you are encouraged to discuss it informally and confidentially with an appropriate member of the Club's Committee, at the earliest opportunity before any issues have a chance of escalating.

A resolution will be sort through informal discussions with all parties involved in the complaint.

Stage 2 – Formal Process

If you feel that the matter has not been resolved through informal discussions processes, and you wish to register your complaint formally, you should write to the Club's Chairperson.

Please note: In the event that your complaint is about the Chairperson, then the complaint should be addressed to the Vice Chair, to conduct the investigation.

Investigation

The Chairperson will respond, normally within 7 working days of receiving the written complaint, as to what actions will be taken to investigate your complaint.

The Chairperson will inform any person complained of about the complaint and ask him/her for a response to the complaint. This will normally be in a meeting, having given him/her advance notice of the matter. If relevant, other witnesses to the incident complained of will be interviewed or be asked to provide statements.

Following the investigation of your complaint the Chairperson will report back in writing the result of the investigation.

Please note:

- Complaints regarding the safe-guarding or protection of children or vulnerable adults may be referred to the Police or Social Services.
- Complaints alleging criminal activity may be referred to the Police.
- Complaints which fall outside the jurisdiction of the Club may be referred to an appropriate body for consideration.

Review

You will then be given an opportunity to comment on the findings of the investigation and to meet with the Chairperson to discuss the findings. Such a meeting, if requested, will normally be held within 2 weeks of receiving the request. A complainant has the right to be accompanied to such a meeting by a companion, who must not be a family member and who may not ask questions or make comment during the meeting.

Outcome

Following either receipt of your written comments or a meeting, the Chief Executive will consider and advise you in writing of the decision regarding the complaint, normally within 7 working days.

Right of Appeal

If, after all steps are completed and a decision is reached and subsequently reported back in writing to the complainant, the matter has not been acceptably resolved, you have the right of appeal. (Appeals should only be made if all other forms and methods have failed, and as a last resort.)

Appeals should be made in writing to another designated member of the Committee, not involved in the case or the investigation, or to a member of GBWR, by agreement.

The reviewer will assess the outcome of the complaint and make any further investigations into the matter; and give his/her decision within 14 working days of the appeal being received and will report the decision of the appeal back to you.

Should these steps not have resolved the grievance, the individual has the right to raise the issue directly to GBWR to investigate under their procedures.

Follow-Up

If a complaint is upheld, the Chairman or Reviewer concerned will consider whether to recommend any steps that could be taken to ensure that the incident does not happen again. This may involve, but is not limited to, disciplining a Club member, instigating training, amending current Club procedures or putting new procedures in place.