

## 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 he, she or it has 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 email.

**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 may be 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 1 calendar month of such decision being made.
  - Either party may appeal a decision of the welfare officer to the chair (including a decision not to hold a hearing) by writing to the club manager within 3 months of the welfare officer's decision being notified to that party.
3. If the nature of the complaint is with regard to the welfare officer, the complainant has the right to report the discrimination or harassment to the chair who will act as welfare officer in this case.



Katie Rigg

Welfare Officer

Date: 22/04/25