



## Complaints & Problem Resolution Policy

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## Introduction

It is the aim of Grantham Running Club to promote fair and consistent treatment of all its members. The club recognises the need for the highest standard of conduct of its members so that it can achieve the objectives laid out in the constitution. This Complaints & Problem Resolution Policy is intended to be a clear guide for managing complaints and any issues with conduct from our members.

All members agree to fully comply with the club's codes of conduct and specific codes of conduct for their role as an Athlete, Coach, Run Leader or Committee Member, and to be bound by its terms. All members of the club should feel welcomed, equally treated and safe whilst participating in club activities.

## Problem Resolution Procedure

### Informal complaints

Members can raise issues at any time, confidentially with a club official or could raise concerns with one of the Club Welfare Officers. We would expect that most issues can be resolved quickly and informally.

### Formal complaints

Where a complaint cannot be resolved informally, the Club Welfare Officer(s) should notify the committee that a member would like to raise a formal complaint. The committee will appoint one member to work with the Club Welfare Officer to investigate the complaint with fairness & diligence.

### Exceptional Circumstances

Where the Club Welfare Offices decide that the issue is a serious welfare issue they will escalate this directly with the English Athletics Welfare Officer, NSPCC or Police. The Club Welfare Officers will advise the Club Committee that an issue has been raised with the appropriate governing body and or with the appropriate statutory body. The Club Welfare Officers will treat this complaint in the strictness confidence and operate under guidance from the leading investigative body.

### Support to members

Any club member questioned as part of the investigation of a complaint may be accompanied by a friend or representative at any stage.

### Action as a result of member complaints or conduct

Action against club members, including suspension from the club without notice, may be taken for offences of misconduct or a serious breach of the club's rules or Code of Conduct. It is recognised and accepted that every member has the right to expect fair and consistent treatment. Examples of outcomes that may be actioned as a result of the Complaints & Problem Resolution Procedure include:

- Note the offence or misconduct but take no further action;
- Formally warn the Member concerned, in writing, as to future conduct;

- Suspend or disqualify the Member from club athletic competition, club coaching and/or administration and/or use of the Club's premises for some definite or indefinite period and/or
- Termination of membership.

Examples of misconduct are but not limited to:

- Disrespectful or offensive behaviour at a training session, organised club event or via social media.
- Conduct of an unsafe nature.
- Disregard for equipment or property.
- Refusal to carry out reasonable instructions issued by Run Leaders, Coaches, Event Officials or Event Organisers.

### Appeals

Any member who does not agree with the action taken can appeal the decision & the investigation will be reviewed independently by two committee members who were not involved in the original investigation.

### Version Control

Date	Whom	Version	Comments	Committee Meeting Date
03/05/2021	Andrew Pask	0.9	Issued for review and agreement by the committee	10/05/2021
10/05/2021	Gordon Geach	1.0	Committee signed off policy	10/05/2021

## Policy Sign-off:

Role	Name	Signature	Date
Chairman	Andrew Pask		10/05/2021
Vice Chairman	Michelle Parczuk		10/05/2021