

COMPLAINTS / GRIEVANCE PROCEDURE

All complaints / grievances will be dealt with by the club committee, unless a member of the committee is involved with the complaint / grievance

Pre- Phase

In any type of complaint, it is advised that the issue is attempted to be resolved in the first instance with person it is concerned with in a professional manor.

Phase 1 (Official)

1. The complaint must be sent in writing to Welfare Officer/ Chairperson, explaining all details within seven working days. The fact that it is a formal complaint must be stated clearly.
2. Welfare Officer registers complaint in 'Complaints / Grievances & Disciplinary logbook.
3. Welfare Officer shall inform the party to whom the complaint is being made against and request a reply in writing.

Club Committee must then ...

1. Explore possible resolutions
2. Reply within ten working days with details of the actions they propose to take including reasons for the decision.

Phase 2

1. If the person still feels unsatisfied after the proposed solution has been carried out, the person must appeal in writing to the club committee giving full details as to why they are not satisfied within seven working days after the solution date.
2. The Welfare Officer must then arrange a meeting within fourteen working days for all those involved to resolve all issues and create mutual agreements.
3. It must be recorded by Welfare Officer that the complaint/ grievance got to Phase 2, including all details in the 'Complaints / Grievances & Disciplinary logbook.

Phase 3

1. If there is further dissatisfaction, it must be received in writing by Welfare Officer within seven working days of Phase 2 meeting.
2. Chairperson shall organise an E.O.M of all committee members within twenty-one working days of receiving the letter, where a final decision will be made through voting.
3. The decision must be sent to the person making the complaint.
4. Welfare Officer must register all details of Phase 3 in 'Complaints / Grievances & Disciplinary logbook.

N.B. It must be understood that the decision made in the E.O.M are final and that any further reports of dissatisfaction will be taken as harassment which can lead to disciplinary action.