

Stepps Hockey Club – Complaints Procedure

This procedure is to provide an open and consistent approach to how complaints will be handled.

Any complaint or allegations concerning the welfare/safety of a child must be reported to the Child Protection Officer – Jill McMaster, immediately. All concerns / allegations will be treated confidentially.

Complaint

A complaint must be placed in writing to the Secretary of Stepps Hockey Club, within 7 days of the incident occurring. Verbal complaint can be made to any officer of the club but subsequently will have to be placed in writing.

A complaint is a dissatisfaction made by a person about the action or behaviour of:-

- The opposing team during a game
- A specific player or players
- An umpire/umpires
- Spectators
- A coach/coaches
- Others

This list is not exhaustive.

Other complaints may include:-

- Delays in our Administrative process.
- Conduct of Staff and/or Volunteers.
- Dissatisfaction on the handling of a complaint.

Disciplinary Committee

The secretary will arrange a disciplinary committee to consider the complaint in line with the procedures detailed in the clubs disciplinary procedures. 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

The ten-day appeal period takes affect at this stage. In the event of an appeal a new disciplinary committee will be called.

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 Appeals committee decision shall be final and binding