



# North Shields Polytechnic Club Complaints Procedure

## Introduction

North Shields Polytechnic Club (aka NSP) is committed to providing quality services and promoting good relations between the club, its members and the community. This Complaints Procedure is a good practice guide for operational procedures on how NSP manage complaints, and to make those individuals who make complaints feel supported.

For the purposes of this guide, NSP have identified 3 types of complaint.

- The conduct, actions or omissions by volunteers for whom the club is responsible including, but not exclusively members of the club, coaches, assistant coaches, track and field officials or other people who hold positions of responsibilities.
- The conduct, actions or omissions of junior athletes, senior athletes and parents/guardians.
- The conduct, actions or omissions of the elected Trustees.

## 1. Policy Statement

We aim to ensure that:

1. Making a complaint is easy and straightforward.
2. The complaint is treated seriously.
3. The complaint will be dealt with promptly, politely and where appropriate, informally.
4. We respond appropriately and objectively, for example with an explanation, an apology if we have got things wrong or a clear explanation of any further action to be taken.
5. We review our procedures to improve our service to our members and our community.
6. All complaints to be handled sensitively, informing only those who need to know and following any relevant Data Protection requirements.
7. Complainants are treated fairly; ensuring we do not discriminate against anyone because they have complained.

## 2. Complaints Procedure

**Stage One (Informal Stage):** Raise the complaint with the nearest official, club coach, assistant coach, or volunteer. Most problems can be dealt with successfully and promptly at this stage.

**Stage Two:** If the complainant is dissatisfied with the outcome of Stage One, they will be asked to make a formal complaint to any elected Trustee. This can be done in writing, via email, in person, or via our central email address ([trustees@nspoly.org](mailto:trustees@nspoly.org)). A list of Trustees is available in the clubhouse and on our website at <http://nspoly.org/trustees/>.

If the complaint is made in person or over the phone, the Trustees should do the following:

- Record the facts of the complaint.
- Record the complainant's details including name, address and contact telephone number.
- Note the relationship of the complainant to the club.
- Inform the complainant of NSP's Complaints Procedure and provide them with a copy of this document.
- Inform the complainant what will happen next and how long it will take.
- Where appropriate, ask the complainant to send a written account by post or by email so that the complaint is recorded in the complainant's own words.

A Trustee will acknowledge your complaint in writing within 24 hours. Following investigation of the complaint, a Trustee (usually the same Trustee who acknowledged the complaint), will let you know, in writing, the outcome of the complaint.



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If the complaint relates to a specific person, they will be informed and given a fair opportunity to respond. If the complaint involves the Chair, then another Trustee will be appointed to oversee the procedure in place of the Chair.

Following completion of the investigation into the complaint, the Trustee will report back to the Board of Trustees, who will agree the action to be taken, including providing full written feedback to the complainant. This will generally occur within two weeks from the receipt of the complaint, unless further time is required to conduct additional investigations. The complainant will be informed in these circumstances, including when a full response can be expected.

**Stage Three:** If the complainant remains dissatisfied they will be asked to escalate the complaint to the Chair of Trustees, or another Trustee if the complaint is against the Chair. This can be done in writing, via email, in person, or via our central email address ([trustees@nspoly.org](mailto:trustees@nspoly.org)). The Chair (or Trustee) will acknowledge receipt of the complaint in writing within 24 hours, conduct a further investigation, and will provide feedback in writing detailing what actions will be taken to rectify the issue within four weeks.

**Stage Four:** If the complainant remains dissatisfied with the outcome of NSP's internal investigation and conclusion the person will be directed to contact England Athletics' Athlete & Club Compliance & Wellbeing Manager. Full contact details can be found here: <https://www.englandathletics.org/clubs-and-facilities/club-support-services/compliance-wellbeing/>.

### 3. Disciplinary Proceedings

If the Board of Trustees is satisfied that a misconduct has been committed and/or the Code of Conduct has been breached by a volunteer, official, member, or Trustee of NSP, then it may impose one or more of the following sanctions:

- 1) Note the misconduct but take no further action.
- 2) Formally warn the volunteer, official, member, or Trustee of NSP, concerned as to future conduct.
- 3) Suspend or disqualify the volunteer, member, or Trustee of NSP, from club athletic competitions, club coaching and/or administration and/or use of the club's premises for a definite or indefinite period.
- 4) Recommend to the relevant governing body that the member be disqualified from any involvement in athletics for a definite or indefinite period.
- 5) Subject to following the procedure at clause 9(e)ii of NSP's constitution, terminate the volunteer, member, or Trustee of North Shields Polytechnic Club's club membership.

### 4. Co-operation of All Parties

The procedures described in this Complaints Procedure assume that all parties will co-operate in the interest of resolving the issue in question. In the absence of such co-operation, or if it is withdrawn at any stage, The Poly reserves the right to proceed with any appropriate outcome listed above, based on such evidence and information as it is able to obtain.

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*Policy Ratified by:* Patrick Houghton, North Shields Polytechnic Club Chair

*Date:* 23<sup>rd</sup> September 2019

*Date for review:* September 2020