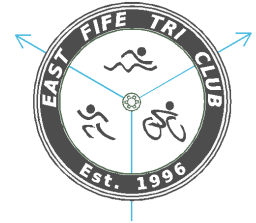


Complaints Handling Policy

EAST FIFE TRIATHLON CLUB



East Fife Triathlon Club have various Codes of Conduct and a Constitution relating to the activities of coaches, athletes and parents, which all members, volunteers and officials are expected to abide by. These policies set out the procedures by which the club is run and managed and any breach of these may lead to a complaint or grievance arising. If raised, these will be taken seriously and treated in confidence with best endeavour to reach a fair and reasonable outcome.

Complaints

1. A complaint can be made against any member, volunteer or official of East Fife Triathlon Club where the complainant believes the person's actions amount to misconduct and/or a breach one of the Club's Codes of Conduct. All members should make every effort to resolve issues themselves without using this procedure where possible. Early informal intervention may remove the need for a formal complaint.
2. Where it appears to the Club Executive Committee ('EC') that reasonable steps have not been taken, the EC will refer the matter back to the complainant and may support any informal resolution.
3. If the matter is a child protection issue, or relates to the health and wellbeing of a member, it must be reported to the Club Welfare Officer: eftwelfare@gmail.com - Please note that complaints regarding the protection of children or vulnerable adults may be referred to the police or social services without further notice.
4. All other complaints, including breaches of any of the Club's Codes of Conduct, should be reported to a member of the EC in the first instance.
5. If the complaint indicates that a crime may have been committed the EC will recommend that the complainant contacts the police or the club may also report it to police.
6. Complaints should be made in writing to the Club Chair: eftchair@gmail.com or, where the complaint relates to the Club Chair, to the Welfare Officer: eftwelfare@gmail.com
7. The written complaint should include:
 - a. Details of the Incident
 - b. The date and time the incident occurred
 - c. Names of any witnesses or people present at the time of the incident
8. The Club Secretary will keep a record of all written complaints received by the committee. The record will include the details of the complaint and its resolution. The Club Secretary will keep a record of any disciplinary action taken under Section 15 below.

Handling Formal Complaints and Disciplinary Action

9. The EFT Club Executive Committee will:
 - a. Treat every complaint as confidential.
 - b. Not discuss any matters with anyone outside of the EC, other than to seek advice or because they are a relevant witness.
 - c. Ensure that anyone in the EC having any conflict of interest is excluded from any further discussion except in instance covered by Section 16 below.
 - d. Treat each reported incident fairly and equitably.
10. The EC will appoint three club officers to a complaints panel to handle the complaint. This panel will comprise the Chair, Welfare Officer and Head Coach, unless one or more of these are conflicted when another independent committee member(s) will be selected.
11. The panel will contact the complainant and the person about whom the complaint has been made to acknowledge receipt of the complaint, to outline the complaints process and to notify all parties of the appointed panel members.
12. The panel will determine whether it is necessary to hold a meeting or to review the complaint in writing.
13. The panel will seek statements as it feels appropriate, with the aim of discovering the facts surrounding the complaint. All parties to the complaint will be given equal right to participate.
14. Once the panel has investigated the complaint they will decide on a suitable outcome and communicate this to those involved. There will be no right of appeal.

Disciplinary matters

15. If the EC believes it necessary to do so, either because of a formal complaint or otherwise, it will form a panel of three EC members to consider any breach of the relevant Code of Conduct in a like fashion to Section 10 above.
16. Any member against whom an allegation is made will have the right to respond to that allegation. If the panel considers it necessary, they may hold a meeting with the member.
17. The panel will have the power to:
 - a. Issue a verbal warning as to future conduct.
 - b. Issue a written warning as to future conduct.
 - c. Suspend the member, volunteer or official from activities or membership for a period of time.
 - d. Recommend the expulsion of the member, volunteer or official from activities and membership on a permanent basis.
18. Option 'c' can be used by the panel as an interim measure whilst the complaint is being investigated should the panel deem it necessary, reasonable and proportionate in the circumstances, and in the best interests of the wider club and its members.
19. When deciding on a suitable resolution, and considering disciplinary action under Section 17 above, the panel should refer to the record of complaints held

- by the Club Secretary and consider if previous sanctions warrant more severe sanction in the matter under consideration.
20. The panel will communicate their detailed decision to the EC and the person about whom the complaint was made immediately following the panel's agreement of that decision.
 21. If the panel has recommended the expulsion of a member, volunteer or official from activities and membership on a permanent basis, the EC must consider the recommendation, and decide whether they wish to action it.
 22. Before a decision is made to action a recommendation for permanent expulsion, the complaint must be referred to Triathlon Scotland.

Appeal

22. Once any disciplinary decision has been communicated, any person who has been issued a sanction by the panel under Section 17 will have 14 days to lodge an appeal with the EC.
23. Appeals will be handled by a separate appeals panel, comprising the at three other EC members who were not appointed to the original complaints panel. If any EC member has identified they have a conflict, the panel may proceed with the two remaining members or the panel may seek to appoint another, independent club member to the panel.
24. The panel will acknowledge receipt of an appeal and inform that party of the appointed appeal panel members.
25. The appeal panel will have 14 days to decide whether to uphold the sanction.
26. Where the sanction is upheld no further action will be taken, and the original decision will stand.
27. Where the sanction is not upheld, the appeal panel will have the power to issue a lesser sanction or to withdraw all sanctions.

Any queries relating to this policy should be directed to the EFT Chair:
eftchair@gmail.com