

# ELMBRIDGE ROAD RUNNERS

## Complaints Policy & Procedure

### Complaints Policy

Elmbridge Road Runners Club aims to provide a safe, friendly and encouraging environment for adults of all ages and abilities, and to treat all members equally and fairly.

This Policy tells you how to make a complaint about someone's conduct or behaviour, or the organisation of a particular event. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies. It could also be because you think the Committee has acted in an unfair way relating to a Club event.

The Committee aims to ensure that:

- making a complaint is as easy as possible
- your complaint is treated seriously, however it is made: in person, by telephone, letter, or email
- we deal with your complaint promptly, politely and, where appropriate, on an informal basis
- we handle your complaint sensitively and involve only those necessary to reach a resolution
- we respond with an explanation or an apology if we have got things wrong
- we take on board any learning from a complaint and incorporate this into our best practice and procedures.

### Complaints Procedure

#### Stage One

Initially, you are encouraged to speak to the person involved to try to resolve the issue. If you think it is relevant and would be in the Club's interests, inform the Welfare Officer so that a record can be kept if any similar issues arise in future.

If the informal conversation does not resolve the issue, or you do not want to speak with the person involved directly, contact the Welfare Officer\*, outlining the nature of your complaint, naming any witnesses and any desired outcome. The Welfare Officer will conduct a prompt investigation, gathering the facts of the case and, where appropriate, actioning any desired outcomes. They will feedback to the parties concerned within five days if possible, and also report back to three previously identified members of the Committee and the Chair. The outcome will be recorded in the minutes of the next Committee meeting.

If your complaint/concern relates to any member of the Committee, that person will not be involved in the Complaints process.

#### Stage Two

If you are not satisfied with the outcome of the initial investigation, you may refer your complaint/concern to the Secretary+, giving your reasons for finding the proposed resolution unsatisfactory. The Secretary will convene a meeting of the Chair and three members of the Committee (not those previously involved), within twenty-one days to consider the facts and produce a final resolution which may be: to confirm the original decision; to quash the original decision; to request that the case be re-heard; to increase the original sanction; to abate the original sanction. The Appeal Panel shall inform all parties of its decision within fourteen calendar days together with written reasons for its decision and this decision will be recorded in the minutes of the next Committee meeting. The decision of the Appeal Panel shall be final.

*\*for the 2021/2022 season, Marisa Billett is the Safeguarding/ Welfare Officer and can be contacted on [kit@err.club](mailto:kit@err.club)*

*+For the 2021/2022 season, Jackie Butler is the Secretary and can be contacted on [secretary@err.club](mailto:secretary@err.club)*