

Complaints and Grievance Policy (2025)

This document relates to complaints regarding club related activities. Where the activity exists beyond the control of the club, e.g. England Athletics or UK Athletics then a separate complaints procedure will be followed. Please see the links at the end of this document for guidance.

This document is complimentary to the club discipline and appeals process.

STAGE ONE

- If a club member, volunteer or parent/carer has an issue or wishes to make a complaint about some aspect of the club's activity, about the conduct of an individual club representative or any other club related subject, it will often be possible to reach a resolution by simply speaking to an appropriate club official, such as the individual concerned, the Club Coach in charge of the session or a Welfare Officer.
- We respectfully request that any discussions are held at an appropriate time, ideally a mutually agreed time, in a respectful manner and with appropriate respect to all individuals concerned.
- Should a club member, volunteer or parent/carer feel that they have a particularly sensitive issue to discuss which may require more privacy then please contact a welfare officer directly to make an appropriate appointment time. (contact details can be found at the bottom of this document).
- If a satisfactory resolution cannot be found, then refer to stage two.

STAGE TWO

- If informal discussions of an issue or a complaint has not produced a satisfactory resolution to the situation, parents/carers should put their complaint in writing for the attention of the Welfare officer. Ensure that all relevant details are included such as the individual concerned, dates, evidence and any other important information. (contact details can be found at the bottom of this document).
- The Welfare Officer will acknowledge receipt of the complaint as soon as possible and fully investigate the matter within 2 weeks. If there is any delay the Welfare Officer will advise the parent/carers of the reasons. The Welfare Officer will provide a full written reply.
- If you are not satisfied with the outcome, you can request that the matter is referred to the Club Committee. This request must be made in writing for the attention of the Club Committee. (contact details can be found at the bottom of this document)

STAGE THREE

- The Club committee will acknowledge receipt of the complaint as soon as possible.
- Within 2 weeks the club committee will fully investigate the matter and hold a specially convened meeting.
- The Chair will ensure that a written reply is sent within 28 days of being in receipt of the complaint, outlining how the complaint was investigated and detailing the outcome of the investigations and their final decision.
- Where applicable a copy of the outcome and any recommendations or amendments to club policies and procedures will be made available to any individuals involved.
- If the club member, volunteer or parent/carer are still not satisfied with the outcome they can raise the complaint to England Athletics. (contact details can be found at the bottom of this document).

CONTACT DETAILS

Junior's Welfare Officer: Caroline Robinson

E-mail:

Senior's Welfare Officer: Rebecca Burris

E-mail:

Club Chairman: Andrew Fleet

E-mail:

EXTERNAL GUIDANCE England Athletics: <https://www.englandathletics.org/clubs-and-facilities/club-supportservices/compliance-wellbeing/>

England Athletics should be contacted if a complaint is to be made against an England athletics registered athlete, an England athletics affiliated club or England National teams.

UK Athletics: <https://www.uka.org.uk/governance/welfare-and-safeguarding/about-the-uka-welfareteam/>

UK Athletics should be contacted if a complaint is to be made against a UKA licenced official or coach, safeguarding concerns, child protection or GB & NI teams.