

Complaints Policy and Procedure

Camden Fencing Club aims to create a constructive atmosphere in which Volunteers, fencers, coaches and other members feel comfortable, have a sound relationship with staff and other volunteers and feel that their rights and responsibilities are being respected. We also hope that volunteers will feel OK about both querying things they are not sure about and challenging things they find unacceptable. Wherever possible this should be done informally. Where this is not possible, please follow the processes outlined below.

IF A VOLUNTEER, COACH OR MEMBER WISHES TO MAKE A COMPLAIN

This process gives them the opportunity to complain if they feel that they have been unfairly treated or if they have an issue or a cause for concern within the organisation.

Stage One –make a verbal complaint

Initial complaints, whether against a member of staff, the organisation or another volunteer, should be discussed with the head coach, or if the complaint is about the head coach then with the Chair, Vice chair or Welfare officer.

During this meeting the you can be accompanied by a colleague or friend. These informal discussions will not be officially recorded. If the complaint cannot be resolved at this stage then the person should proceed to stage two.

Stage Two - In writing

If the complainant is not satisfied with the outcome of the verbal complaint they should make a formal complaint in writing to the Chair of Camden Fencing Club, Patricia Aiyenuro (camdenfencingclub@gmail.com) or to the Club Welfare Officer - Dr. Shilpi Bhatia (camdenfencingclub1@gmail.com)

Stage Three – Formal meeting

The Chair/ Club Welfare Officer will provide a written response to the complainant's letter within three weeks. This response will include an invitation for them to a meeting with one or more of the Camden fencing club committee members. The complainant may be accompanied by a friend or colleague. The decisions reached at this meeting are final.

Disciplinary Procedure

PROCESS FOR RESOLVING DIFFICULTIES

It is hoped that in most instances failings and shortcomings will be of a minor or temporary nature, which can be dealt with informally. If the person managing the volunteer or coach, has a problem with the way a volunteer/coach is behaving they should speak with them about this informally as soon as is practicable, as delays can make the situation worse. **Most difficulties will be successfully resolved at this stage without the need for further action.**

Stage One – An informal meeting between the volunteer/coach and their manager

This is an opportunity for the manager to outline the difficulties and the volunteer/coach to respond. The manager will listen carefully to the volunteer/coach response. It may be that at this stage a constructive solution can be found. For example, the volunteer/coach may wish to reduce their time commitment, they may need further training or the volunteer's role could be changed. The manager will keep confidential notes of this meeting.

Stage Two – First formal meeting between the volunteer and the manager

If the situation remains unresolved a formal meeting will be arranged to which the volunteer/coach may bring a friend or colleague. An agreed plan of action will be drawn up to take place within a fixed agreed time frame. The volunteer/coach and the manager will each have a copy of this action plan.

Stage Three – Review

If the action plan is followed satisfactorily, the process ends at this point. If the action plan has not been followed, the volunteer/coach will be asked to leave the club.

Stage Four – Appeal

If the volunteer is not satisfied with this process he or she may appeal. The volunteer should write to the Chair of Camden Fencing Club - Patricia Aiyenuro (camdenfencingclub@gmail.com) or to the Club Welfare Officer – Dr. Shilpi Bhatia (camdenfencingclub1@gmail.com) who will respond within 21 days with an invitation to an appeal meeting. The volunteer/ coach may bring a friend or colleague to this meeting. The volunteer's manager and one

or more other managers will be present. The decision reached by the managers at this meeting is final.

The volunteer/coach will not be allowed to continue giving help while the appeal is being dealt with.

Serious misconduct on the part of the volunteer

If a volunteer/coach is found to have committed serious misconduct (for example theft, an act of violence, malicious damage, harassment or another serious matter) Camden Fencing Club has the right to suspend him/her immediately while the case is being investigated. The volunteer may appeal in writing against the suspension. The volunteer should write to the Chair of Camden Fencing Club - Patricia Aiyenuro (camdenfencingclub@gmail.com) or Club Welfare Officer – Dr. Shilpi Bhatia (camdenfencingclub1@gmail.com) the who will respond within 21 days with an invitation to an appeal meeting. The volunteer/coach may bring a friend or colleague to this meeting. The volunteer's manager and one or more other managers will be present. The decision reached by the managers at this meeting is final.

Withdrawal of Records

Should any disciplinary action be reconsidered and withdrawn at any stage of the procedure, all written reference will be removed from the volunteer's personal file.