



## **Knutsford Tri Club**

### **Complaints and Disciplinary Policy**

Knutsford Tri Club has a Code of Conduct, which all members are expected to abide by. This policy sets out the procedure by which a complaint can be made, the procedure for handling and responding to complaints and the procedure for dealing with breaches of the Code of Conduct.

#### **COMPLAINTS**

1. A complaint can be made against any member of Knutsford Tri Club where the complainant believes the person's actions amount to misconduct and/or a breach of the club Code of Conduct.
2. All members should make every effort to resolve issues themselves without using this procedure where possible. Where it appears to the Committee that reasonable steps have not been taken, the Committee 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 [welfare@knutsfordtriclub.co.uk](mailto:welfare@knutsfordtriclub.co.uk) . Complaints regarding the protection of children or vulnerable adults will be notified to the British Triathlon Federation Lead Safeguarding Officer and may be referred to the police or social services.
4. All other complaints, including breaches of the club Code of Conduct, should be reported to a member of the Committee in the first instance.
5. If the complaint indicates that a crime may have been committed the Committee will recommend that the complainant contacts the police and the club may report it to police.
6. Complaints should be made in writing to the Chairman or, where the complaint relates to the Chairman, to another member of the Committee.
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 whether from a Member or an external party. The record will include the details of the complaint and its resolution. The Club Secretary will keep a record of any disciplinary action taken.

#### **HANDLING FORMAL COMPLAINTS AND DISCIPLINARY ACTION**

9. The Committee will:
  - i. Treat every complaint as confidential.
  - ii. Not discuss any matters with anyone outside of the Committee, other than to seek advice or because they are a relevant witness.
  - iii. Declare immediately if they have any conflict of interest.
  - iv. Treat each reported incident fairly.
10. Three Committee members will be fairly selected to a complaints panel to handle the complaint.
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.
15. The panel may:
  - a) Issue a written warning as to future conduct, or
  - b) Suspend the Member from activities or membership for a period of time, or
  - c) Expel the member from the club, or
  - d) Consider any other appropriate sanction
16. When deciding on a suitable resolution, and considering disciplinary action, 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.
17. The panel will communicate their detailed decision to the Committee and the person about whom the complaint was made immediately following the panel's agreement of that decision.
18. Any expulsion will be reported to the relevant governing bodies.

## **APPEAL**

19. Once any disciplinary decision has been communicated, any person who has been issued a sanction by the panel will have 14 days to lodge an appeal in writing with the club Secretary. The Secretary will acknowledge receipt and inform that party of the appointed appeal panel members.
20. Appeals will be handled by a separate panel, comprising two Committee members who were not appointed to the original complaints panel. If any Committee member has identified they have a conflict, the appeal panel will appoint another, independent club member.
21. The appeal panel will have 14 days to decide whether to uphold the sanction.
22. Where the sanction is upheld, no further action will be taken and the original decision will stand.
23. Where the sanction is not upheld, the appeal panel will either issue a lesser sanction or withdraw all sanctions.

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Reviewed: September 2022