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# BLT&SRC Complaints & Appeals Procedure

In accordance with S6.11 of the Club Constitution, all members shall be deemed to have accepted and be bound by the Club’s Constitution, General Bye-Laws and Playing Rules. All members are free to make complaints on any aspect of the club, its management and its members.

We will ensure that complaints are listened to carefully, and that members are treated with respect, fairness and confidentiality when making a complaint.

In many cases, complaints can be resolved informally without activating the formal procedure. The complainant should aim to resolve his/her complaint informally by speaking with a relevant Club Council member, section Chairperson or the Club Manager.

However, there is no obligation to use this informal procedure. By seeking to resolve complaints on an informal basis, this will often allow for problems to be resolved quickly. If the complainant considers that the nature of the issue is such that it cannot be resolved informally, or if the informal process does not resolve the issue, then the formal complaint procedure should be used.

**Formal Complaints Procedure**

If anyone wishes to make a formal complaint relating to the club, the following procedure should be followed:

a) Make your complaint in writing (e.g. email) addressed to the Club Manager ([manager@bltsrc.co.uk](mailto:manager@bltsrc.co.uk)) for anything other than a safeguarding issue and the Club Welfare Officer ([welfareofficer@bltsrc.co.uk](mailto:welfareofficer@bltsrc.co.uk)) for matters of a safeguarding nature. Please state the nature of the complaint or appeal, your name and contact details, and any other pertinent information.

b) The Club Manager or Welfare Officer will appoint a member of the relevant club committee, who is independent of the original incident, to investigate the complaint (the Investigator).

c) The investigation may include a face-to-face meeting with you, attended by the Club Manager or Welfare Officer and the Investigator. You are welcome to bring a companion to the meeting to provide support to you. The Investigator will take notes of the meeting.

d) The investigation may also include a face-to-face meeting with the person you are making the complaint against, attended by the Club Manager or Welfare Officer and the Investigator. He/she is welcome to bring a companion to the meeting to provide support. The Investigator will take notes of the meeting. If agreed beforehand by both parties, these two meetings may be held together.

e) The Investigator will issue his/her findings in writing (e.g. by email) to both parties within 14 days of the later meeting.

In accordance with 6.8 of the Club Constitution, the Club Council shall have the power to expel any member. Before any member is expelled, the member shall be given 21 days written notice to attend a meeting of the Club Council. The member shall have the right of representation by another member or the opportunity to be accompanied by another member of their choice.

**Appeal Procedure**

If anyone wishes to appeal a decision made by someone acting on the club’s behalf, the following procedure should be followed:

a) Make your appeal in writing (e.g. email) within 14 days of the decision you are appealing, addressed to the Club Manager ([manager@bltsrc.co.uk](mailto:manager@bltsrc.co.uk)) for anything other than a safeguarding issue and the Club Welfare Officer ([welfareofficer@bltsrc.co.uk](mailto:welfareofficer@bltsrc.co.uk)) for matters of a safeguarding nature, stating the appeal, your name and contact details, and any other pertinent information such as documentation you intend to rely on in your appeal. This information must include your justification with evidence for making the appeal (e.g. new evidence, lack of due process).

b) The Club Manager or Club Welfare Officer will appoint a member of the Club Council, who is independent of the original incident and any prior decision, to investigate the appeal (the Investigator).

c) The investigation will include a face-to-face meeting with you, attended by the Club Manager or Club Welfare Officer and the Investigator. You are welcome to bring a companion to the meeting to provide support to you. The Investigator will take notes of the meeting.

d) The investigation may also include a face-to-face meeting with the person whose decision you are appealing, attended by the Club Manager or Club Welfare Officer and the Investigator. He/she is welcome to bring a companion to the meeting to provide support. The Investigator will take notes of the meeting.

e) The Investigator will issue his/her findings in writing (e.g. by email) to both parties within 10 days of the later meeting. The decision of the Investigator hearing the appeal is final; there is no further right of internal appeal.

All complaints and their outcomes will be reported to the Committee, but will not be recorded in any minutes which are made public to the wider membership.