



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, if these 'rules' are contravened or, indeed, if any matter of concern arises.

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 and quickly, and to the satisfaction of all parties, 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. 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, the following procedure should be followed:

- a) Make your complaint in writing (e.g. email) addressed to the Club Manager (manager@bltsrc.co.uk) for anything other than a safeguarding issue, and the Club Welfare Officer (welfareofficer@bltsrc.co.uk) for matters of a safeguarding nature. Please state the nature of the complaint, your name and contact details, and any other pertinent or corroborating 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 Complaint Investigator). In most cases, this will be the Committee Chair.
- c) The investigation is likely to include a face-to-face meeting between you and the Complaint Investigator, potentially also attended by the Club Manager or Welfare Officer. You are welcome to bring a companion to provide support to you. The Complaint Investigator will take notes of the meeting.
- d) The investigation is also likely to include a face-to-face meeting between the person you are making the complaint against and the Complaint Investigator, potentially also attended by the Club Manager or Welfare Officer. He/she is welcome to bring a companion to provide support. The Complaint Investigator will take notes of the meeting. If agreed beforehand by both parties, these two meetings may be held together.
- e) The Complaint Investigator will issue his/her findings in writing (e.g. by email) to both parties within 14 days of the later meeting.
- f) The Chair of the relevant playing Committee will be responsible for oversight of all complaints cases from outset until closure, to ensure the matter is handled promptly and capably.

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. Generally speaking, expulsion is an outcome that will rarely be reached; unless the case concerns gross misconduct, a 'three strikes' rule will apply, escalating from a verbal warning followed by a written warning, followed by expulsion, if there are subsequent case involving the same person and if considered appropriate by the Complaint Investigator/Club Council.

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) for anything other than a safeguarding issue, and the Club Welfare Officer (welfareofficer@bltsrc.co.uk) for matters of a safeguarding nature, stating the nature of your 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 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 Appeal Investigator). In most cases, this will be the Club Chair.
- c) The investigation will include a face-to-face meeting between you and the Appeal Investigator, also attended by the Club Manager or Club Welfare Officer. You are welcome to bring a companion to the meeting to provide support to you. The Appeal Investigator will take notes of the meeting.
- d) The investigation may also include a face-to-face meeting between the person whose decision you are appealing and the Appeal Investigator, also attended by the Club Manager or Club Welfare Officer. He/she is welcome to bring a companion to the meeting to provide support. The Appeal Investigator will take notes of the meeting.
- e) The Appeal 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 Appeal Investigator hearing the appeal is final; there is no further right of internal appeal.
- f) The Club Chair will be responsible for oversight of all appeals cases from outset until closure.

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