

Annan Rugby Complaints Procedure

Purpose

The Club encourages feedback and treats complaints as an opportunity to improve advice and support for all members - including players, coaches, volunteers, and parents - regarding any concerns. The Club aims to:

- Provide a fair complaints procedure which is clear and easy to understand.
- Be open about how we deal with complaints.
- Ensure that all complaints are investigated fairly and in a timely way.
- Gather information for ARFC to improve.

Definition of a Complaint

For these procedures, a complaint is any verbal or written expression of dissatisfaction about any aspect of Annan Rugby Club.

Types of Complaint

All complaints will be addressed with due seriousness; however, some matters may require greater attention than others based on their severity. It is also recommended that all issues should be addressed at the earliest opportunity so that they may be resolved as amicably as possible. It is important that all parties communicate regularly and honestly.

a) Examples of Minor Issues

- Poor communication from coaches to other coaches/players/parents.
- Coaches failing to advise that he/she is unable to attend that week.
- Parents consistently dropping off or picking up players late.

b) Examples of Major Issues

- Repeated Minor Issues.
- The safety of Club activities.
- Discrimination, harassment or bullying.
- Child abuse and child welfare.
- Poor standard of equipment used for Club activities.
- Failure to comply with the Club's Code of Conduct or Safeguarding Policies.
- Damaging the reputation or operations of the Club.

Who Can Make a Complaint?

Anyone associated with the Club (whether a member or visitor) can make a complaint.

How to Make a Complaint

- The complaint can be either verbal or written.
- Verbal complaints may be suitable for one-off minor issues and addressed informally by a team captain or club official. If resolved, no formal record is kept.
- Written complaints will be required for all serious issues or for repetition of minor issues after a verbal complaint has not rectified the matter. These should be

addressed to a member of the Board of Trustees and include all relevant details such as names, dates, and a clear description of the facts.

- Any issues regarding Child Protection, Safeguarding or Bullying should be immediately reported to the Club Safeguarding Officer (CSO) who will also inform a member of the Board of Trustees.
- If the allegations are about the CSO then the matter should be reported immediately to a member of the Board of Trustees.

Club Reaction to a Written Complaint

- The time taken to respond will depend on the nature of the allegation and the investigation process followed. Acknowledgement of receipt will be provided within seven days, and all parties will be notified of the outcome in writing within 30 days.
- If the complaint is justified, the Board of Trustees will decide on the appropriate action to be taken. This may include following the Club's Disciplinary Procedure.