

Complaints Policy

Any complaint by a member, coach, parent or guardian or a member of the public will be treated in a serious manner and with an appropriate level of urgency.

Any complaint should, in the first instance, be addressed to the Hon. Secretary, whose contact details are given below. The Hon. Secretary will log the complaint and acknowledge receipt to the complainant within 2 days if possible giving details of the person that will be responsible for investigating the complaint.

The person responsible for studying the complaint shall endeavour to complete their investigation within 3 days and will prepare a response to the complainant; at least one member of the Management Committee (one other member if the investigator is themselves a Management Committee member) shall have sight of the response before this is released to the complainant.

The Management Committee shall be informed of the outcome of any complaint and shall ensure that any corrective actions are taken within a reasonable timeframe.