

**DUNDEE WANDERERS HOCKEY CLUB COMPLAINTS PROCEDURE**

Dundee Wanderers Hockey club acknowledges the need for such a document; it is our hope that this never needs to be called into action. However we are committed to ensure the safety and enjoyment of all our members and will take any complaint forward in a swift and fair manner.

We at DWHC accept that each complaint merits varying degrees of action and as such this procedure document will always be *a working progress.*

Any member of DWHC has the right to make a complaint at any time. Should this situation arise all complaints are to be in writing and submitted to the Secretary of the Club, please visit our website for further contact details ([www.dundeewanderers.org.uk](http://www.dundeewanderers.org.uk)). If the complaint is related to the Secretary the complaint should be forwarded to the President of the Club.

**Please note that this complaint procedures document does *NOT* apply to child protection matters. Please see our Child Protection Policy for matters of this nature.**

Details to be included in the written complaint:

* Identification of the person/s that the complaint is about
* Set out clear details of the complaint
* Name, address and contact details of the complainer
* Signed by the complainer

**What happens next?**

Having received the complaint in writing, the subject of the complaint will be informed in writing of the nature of the complaint as soon as reasonably practicable but within 7 days of receipt by DWHC.  The subject of the complaint has the right to confidentiality pending proper consideration of the complaint and as such any members of the Committee who are parties to this information must follow confidentiality. Any breach of this will result in further complaints procedures being brought into place.

The subject of the complaint has 7 days from receipt of the letter from the club to reply in writing to the President of the Club (or the next Committee member in line, should the complaint be in relation to the President)

Next the President and Vice President will consider the merit of the complaint, taking into consideration both the initial letter detailing the complaint and the response (if any) from the subject of the complaint. Should it be without obvious merit, the President shall inform both the complainer and the subject of the complaint of this decision in writing, at which time the matter shall be considered closed, unless either the complainer or the subject of the complaint begin appeal procedures.

Should there be a need for further investigation the President will begin the following process:

* A Committee of 3 or 5 people will be brought together – this will be done by the clubs main committee.
* A meeting will then be held, where the subject of the complaint will be invited along to put forward any further information relevant to the complaint. This person is entitled to bring along a witness of their choice. It should be noted that attendance at this meeting is not compulsory, but recommended. All information at this meeting will be recorded for information.
* Following this meeting the sub committee will reconvene to discuss the matter further, taking into consideration:
	+ Witness reports
	+ Impartial advice
	+ The initial letter of complaint
	+ The response from the person whom the complaint has been about (if provided)
	+ Information gathered from the meeting with the person that the complaint was about (if this occurred)
	+ Again all information discussed should be recorded for information purposes.
* Once the matter has been fully considered the decision on the merit of the complaint and the appropriate actions will be decided. If this decision in not unanimous then the decision will be made by the majority with the President having the final vote, if required.

**After a decision has been reached**

It is the Presidents duty to inform both the complainer and the subject of the complaint of any decision and outcome that has been made and the reasons behind them (in writing, within 7 days of the meeting). Information also has to be passed onto the club committee.



Complaints Flow Chart

**What are the decisions that can be made?**

The following decisions may be made by the sub committee, please note that these may occur on their own or in combination:

* A written reprimand to be placed on record with the Club Secretary
* Request that a verbal or written apology is given to the complainer

**Suspension**

* Suspension from all or some of the activities of DWHC for a specified period of time.
* The member shall be informed in writing of the reasons for the suspension and the date from which the suspension shall commence.
* During the period of suspension, the member is suspended from all activities at, or on behalf of, the club and therefore shall be ineligible to participate as a member, in the affairs of the Club.

**Termination**

* Termination of membership of DWHC (following which Scottish Hockey union shall be notified) or of any contract for services with DWHC

The Management Committee shall have the power to terminate the membership of any individual member where it has been clearly demonstrated through the disciplinary and appeals procedure that a serious breach of the Club Constitution, rules or procedures has taken place.

* Any other sanction(s) deemed appropriate in the circumstances

**Appeal Procedure**

Following a decision by either the President and Vice President that the complaint has no merit or by the sub committee following investigation, the complainer and the subject of the complaint shall have the right to appeal the decision and request further investigation into the matter.  This appeal must be submitted in writing to the Secretary within 7 days of notification of the decisions made.

DWHC shall acknowledge this appeal and undertake further investigations as it considers necessary.

**External Assistance**

In the event of an appeal, the complainer and the subject of the complaint has the right to seek external assistance from either a professional body or suitable party to assist in the further investigation in conjunction with BGLHC.