

Complaints & Disputes Policy

1. All concerns, complaints or disputes relating to the welfare of children or vulnerable adults will be recorded and responded to swiftly and appropriately in accordance with the Club's and England Athletics's safeguarding policy and procedures. The Welfare Officer shall be the lead Officer for all Members in the event of any safeguarding concerns.
2. Any complaints or disputes regarding the behaviour of Members or Officers shall be dealt with by the Club in accordance with its complaints & disputes process and must be presented in writing to the Secretary. If a complaint is sufficiently evidenced, the Secretary will meet with 2 other Club Members or Officers (who have no direct or indirect interest/involvement in the matter) to review the complaint. Subject to rule 3 below, a decision of the complaints panel shall be final and conclusive.
3. Any appeals must be received by the Secretary within 7 (seven) days of receiving the written decision and, if appropriate, the appeals process will be followed.
4. Any complaints of serious misconduct regarding the behaviour of Members or Officers shall be reported and dealt with by England Athletics in accordance with its Disciplinary Procedures.
5. If a complaint or dispute arises between any Members or Officers of the Club about the validity or propriety of anything done by any Member or Officer under these Rules and the complaint or dispute cannot be resolved by agreement, the parties to the complaint or dispute must first try in good faith to settle the dispute by mediation before resorting to litigation.