CARDIFF ATHLETICS COMPLAINTS PROCEDURE

Cardiff Athletics is an athletics club with charitable status, with the aim of providing athletes with opportunities to enjoy their sport and wherever possible reach their full potential. We recognise that there will be times where members may feel unhappy about decisions made by the club employee's coaches and volunteers carrying out duties on behalf of the club, and in all instances the club will try and resolve such issues without recourse to formal complaints procedures. We also recognise that this may not always be possible, and the following procedure is our way of trying to ensure a timely and fair resolution to complaints raised.

Principles

• Concerns and complaints will always be taken seriously, they will be explored thoroughly and responded to in good time

• Complaints will be treated fairly and no one will be discriminated against because they have complained

• Responses to complaints will be as full and detailed as possible

• At each stage of the complaints process we will aim to resolve the complaint and to prevent it escalating

• We will learn from complaints and any issues that highlight

Making a Complaint

The first point of contact to raise concerns and complaints is Club Manager Lorraine Price. If the complaint concerns the Club Manager then the contact will be the Chairperson of the club. A complaint may initially be made verbally (the complainant will be asked to follow it up in writing in the majority of cases) or received in writing, either letter or email. The complaint should be made within 14 days of the event complained about unless there are exceptional circumstances for a delay. The complainant should highlight the nature of the complaint, the date in question, any witnesses to the event and any evidence the complainant will be relying on. It will also help if the complainant is clear regarding the outcome they are looking for in regard to the complaint.

Process

The Club Manager will explore whether the complaint can be resolved informally with the complainant's agreement. If this is not possible then the complainant will be asked to put the complaint in writing if they have not already done so. The Club Manager will then identify amongst the Trustees a person to investigate the complaint. This will be someone who wherever possible has no previous knowledge or involvement with the event/incident concerned. The Trustee dealing with the complaint will use their discretion as to how it is investigated, ensuring fairness and promptness in how this is done.

A decision will be made on the complaint as soon as practical and the complainant will be kept informed of any likely delays in resolving the matter. The decision will be made in writing though verbal (phone or face to face) contact with the complainant can also be made if it is felt that this will help conclude the matter. If the complainant is unhappy with the outcome then they can ask the Chairperson to consider the findings, or if the Chairperson has already considered the matter, the club President. The Chairperson or President will decide whether they need to establish a panel of 3

Trustees to consider the complaint or whether they have sufficient information to decide on their own.

The decision of the Chair (President) /panel will be final.

March 2023