

STRATFORD PARK SKATING CLUB

Complaints Procedure

1. Any Club Member may at any time make a complaint to the Club Chairperson. Alternatively if the complaint is regarding the Chairperson, it should be sent to the vice-chairperson (or next in charge).
 - a. The Club Chairperson or vice-chairperson must attempt to resolve the complaint taking appropriate action.
 - b. Complaints regarding child protection should be made directly to the Child Protection Officer. If a complaint of this nature is made to the Chairperson or vice-chairperson, the Child Protection Officer must be informed immediately. If the complaint is regarding the Child Protection Officer, it should be made to the Chairperson or vice-chairperson.
2. The complaint must be in writing and include the following details:
 - a. The person or persons against whom the complaint is made
 - b. The grounds of the complaint
 - c. Supporting evidence
3. If the Club Chairperson or vice-chairperson is unable to resolve the complaint, then he/she will set up a Complaints Committee to make primary investigations. This Committee should be made up of two Club Committee Members and one Senior Club Member who are not directly involved in the complaint.
4. If the Complaints Committee is of the opinion that the written complaint does not sufficiently specify the matters referred to they shall request the complainant to give further details in writing. If such information is not provided within 14 days the Complaints Committee will recommend to the Club Committee that the complaint should be dismissed.
5. If the Complaints Committee decides that the complaint raises any breach of Club Rules they shall refer the complaint back to the full Club Committee to take the appropriate action.
6. The Complaints Committee will attempt to resolve the matter to the satisfaction of the complainant.
7. No Club Member having a particular interest in the subject matter of the complaint shall be eligible to serve on the Complaints Committee.
8. Following the appointment of a Complaints Committee the Club Chairperson or vice-chairperson shall inform any person involved in the complaint, details of the complaint in writing.
9. The Complaints Committee shall hear
 - a. The complainant
 - b. The persons against whom the complaint is made
 - c. Any other persons they wish to hear from as a witness.
10. At the conclusion of the hearing the Complaints Committee will submit a full written report of the complaint and findings to the Club Chairperson or vice-chairperson. The report must be submitted within 7 days of the meeting.
11. Following the conclusion of the meeting the Complaints Committee shall notify each party in writing of its decision and of any disciplinary action it may have decided to take.

- 12.** Within the next 21 days any party to the complaint may appeal to the Club Chairperson or vice-chairperson. Any such appeal must be made in writing.
- 13.** In the case of an appeal the Club Chairperson or vice-chairperson will appoint an Appeal Committee consisting of three persons made up of eligible Committee Members who were not part of the Complaints Committee and persons outside of the Club administration.
- 14.** The Appeal Committee should elect a Chairperson at the first meeting.
- 15.** The decisions made by the Appeal Committee should be absolute. All involved in the complaint shall be informed.
- 16.** Details of complaints and proceedings should not be disclosed to anyone other than Club Committee Members and parties involved. If disclosure is considered paramount, this must be done with the approval of the Club Chairman, vice-chairman or Child Protection Officer (child protection complaints only).