Mallusk Harriers Complaints and Grievance Procedure
MALLUSK HARRIERS
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Version 2

1. Introduction

Mallusk Harriers is committed to providing coaching and competitive and non-competitive opportunities in athletics, to nurture and develop athletes to match their aspirations and abilities, to promote the sport of athletics for those of all ages and ability and to promote the health and wellbeing of both members and the local community and to provide all these services in a way that is fair to everyone. Mallusk Harriers is committed to maintaining high standards and values feedback from all members. We take complaints and grievances seriously and ensure they are handled promptly and fairly.

2. Scope

I. This procedure applies to all club members, volunteers' parents and guardians and anyone who wishes to raise concerns around their dealings with Mallusk Harriers.

3. Initial Resolution

I. Before lodging a formal complaint or grievance, we encourage members to try to resolve the issue directly with the person involved. You may also seek assistance from the club's Welfare Officers, who are available to support and mediate.

4. Making a Complaint or Grievance

I. Complaints and grievances should be raised within 14 days of the event, the last contact regarding the issue, or from when you became aware of the issue. Exceptions may be made for justifiable reasons preventing earlier submission.

5. How to Lodge a Complaint or Grievance

I. In Writing: Submit your complaint or grievance in writing to the Chairperson.
II. Email: Send your complaint or grievance to malluskharriers@outlook.com.
III. If your complaint is about the chairperson, you can address the complaint to the secretary

6. Acknowledgement

I. We will acknowledge receipt of your complaint or grievance within 5 working days.

7. Investigation

I. Initial Review: The complaint or grievance will be reviewed by the management committee (if this complaint involves a member of the management committee, this member will be excluded from the initial review)

II. Further Investigation: If the management committee agree the complaint warrants a full investigation, a member or members of the wider committee will be selected to conduct the investigation.
III. If the management committee decide not to proceed to the next stage of the complaint process a meeting will be offered to the complainant to discuss their reasoning and alternative solutions proposed.
IV. If the management committee decide a full investigation is required, the complainant and respondent will be notified by email advising of the next steps in the process.
V. Confidentiality: All complaints and grievances will be treated with the strictest of confidence and information shared on a need-to-know basis.

8. Investigation Process

I. Appointment of Investigators: An investigator or investigators will be appointed by the Management Committee to handle the investigation.
II. Gathering Information: The investigator(s) will gather all relevant information, including statements from involved parties and any supporting documents.
III. Interviews: If necessary, interviews will be conducted with the complainant, the subject of the grievance, and any witnesses.
IV. Analysis: The investigator(s) will analyse the information collected to determine the facts and identify any breaches of club policies or procedures.
V. Report: A report will be prepared summarising the findings and any recommended actions. The investigation will be escalated to the Management Committee for review and final decision.

9. Response

I. We aim to provide a full response within 28 days. If more time is needed, we will inform the complainant and respondent of the delay and the reasons for it.

10. Appeal

I. If you are not satisfied with the outcome, you may appeal in writing to the Club Chairperson within 14 days of receiving the response.

11. Appeals Process

I. Submission: Submit your appeal in writing to the Club Chairperson.
II. Review: The appeal will be reviewed by an Appeals Panel, which will include members who were not involved in the original investigation.
III. Hearing: If necessary, an appeal hearing will be arranged where you can present your case.
IV. Decision: The Appeals Panel will provide a final decision within 28 days of receiving the appeal. If more time is needed, we will inform you of the delay and the reasons for it.

12. Complaints Against Club Secretary or Committee Members

I. Independent Review: The complaint or grievance will be reviewed by an independent panel consisting of members who are not involved in the issue.
II. Escalation: If necessary, the complaint or grievance will be escalated to Athletics Northern Ireland for further investigation and resolution.

13. External Review

I. If the issue remains unresolved, you may contact Athletics Northern Ireland for further assistance.

14. Serious Misconduct

I. For complaints or grievances involving serious misconduct (e.g., safeguarding issues, doping violations), please contact Athletics Northern Ireland directly at mailto:info@niathletics.org or call 028 90602707. It is good practice to notify the club Secretary of this issue also, to support any further investigation. All notifications will be treated in the strictest confidence

15. Finality of Decisions

I. Once an investigation and subsequent appeal have been conducted, and the committee has reached a consensus on the outcome, the decision will be deemed final. No further complaints or appeals on the same issue will be considered by the club. Any attempts to re-raise the same/further complaint and/or appeal will not be considered.

16. Review and Updates

I. This policy will be reviewed annually and updated as necessary to ensure it remains relevant and effective.

Signature: ……
Chair

Signature: …….
Secretary