

Strathclyde Park Rowing Club



Complaints Procedure

Step 1

Any person who is not satisfied with decisions made by Club Officials, or the behaviour of other members can make a complaint to the Trustee Board.

Complaints involving the safeguarding of children and young persons should be directed to the Child Wellbeing Protection Officer (cwpo.sprc@gmail.com). The Club's "Responding to a Concern" procedure will apply in such instances.

Complaints involving safety should be made by filling in an incident form https://www.strathclydeparkrc.co.uk/incident_form.php, other complaints or grievances should be provided by email to the Club Secretary (secretary@strathclydeparkrc.co.uk). Such complaints will be acknowledged within five working days.

Step 2

Once a complaint is received it will be assessed by a panel consisting of three members of the Board. The panel will initially determine whether it is a valid complaint (one that is neither habitual nor vexatious). Habitual or vexatious complaints are defined as unreasonable complaints, enquiries or outcomes that are repeatedly or obsessively pursued.

If the complaint is deemed valid, this panel shall meet again within 14 days of the complaint being raised to them. The complainant will have the right to be present at that meeting and to put forward their explanation. In the case of a junior member, a parent or guardian must also be present.

The Complaints Panel will decide whether to uphold or refute the complaint and, if upheld, the remedial action to apply.

The following must be considered when deciding on the complaint's resolution:

- The nature and seriousness of the complaint
- Whether disciplinary action should be instigated in respect of a Club official, volunteer or member
- Whether other parties may have been affected by whatever caused the complaint
- The impact on Strathclyde Park Rowing Club and people connected to the organisation

A record of the meeting and the decision taken shall be passed on to the complainant and retained by the Secretary in the appropriate Club archive.

Appeal

The complainant shall have the right of appeal. A request for appeal must be lodged in writing with the Secretary within 7 days of the initial Panel decision. The individual should provide a written statement of the appeal, indicating the grounds for the appeal together with such accompanying documents as they feel appropriate. Such grounds will be limited to new information, not available to the disciplinary hearing, or evidence of failure to follow procedure.

The appeal shall be heard by an Appeals Panel convened for this purpose within 14 days of receipt of the appeal. The appeal Panel will consist of three Board members, none of whom should have been on the original panel. If there is deemed to be a conflict of interest with any of the Board members, then they shall not sit on this Panel. The decision at this appeal meeting is final and there is no further right of appeal.

This meeting shall have to power to:

1. Accept the appeal and consider the remedial action to apply
2. Dismiss the appeal and let the original judgement stand
3. Change the level of remedial action to be applied

A record of the meeting and the decision taken shall be passed on to the complainant and retained by the Secretary in the appropriate Club archive.