

DEVIZES RUGBY FOOTBALL CLUB

Affiliated member of
Dorset & Wilts. RFU



Member of the RFU
and England Rugby

Complaints Procedure Issued: August 2018

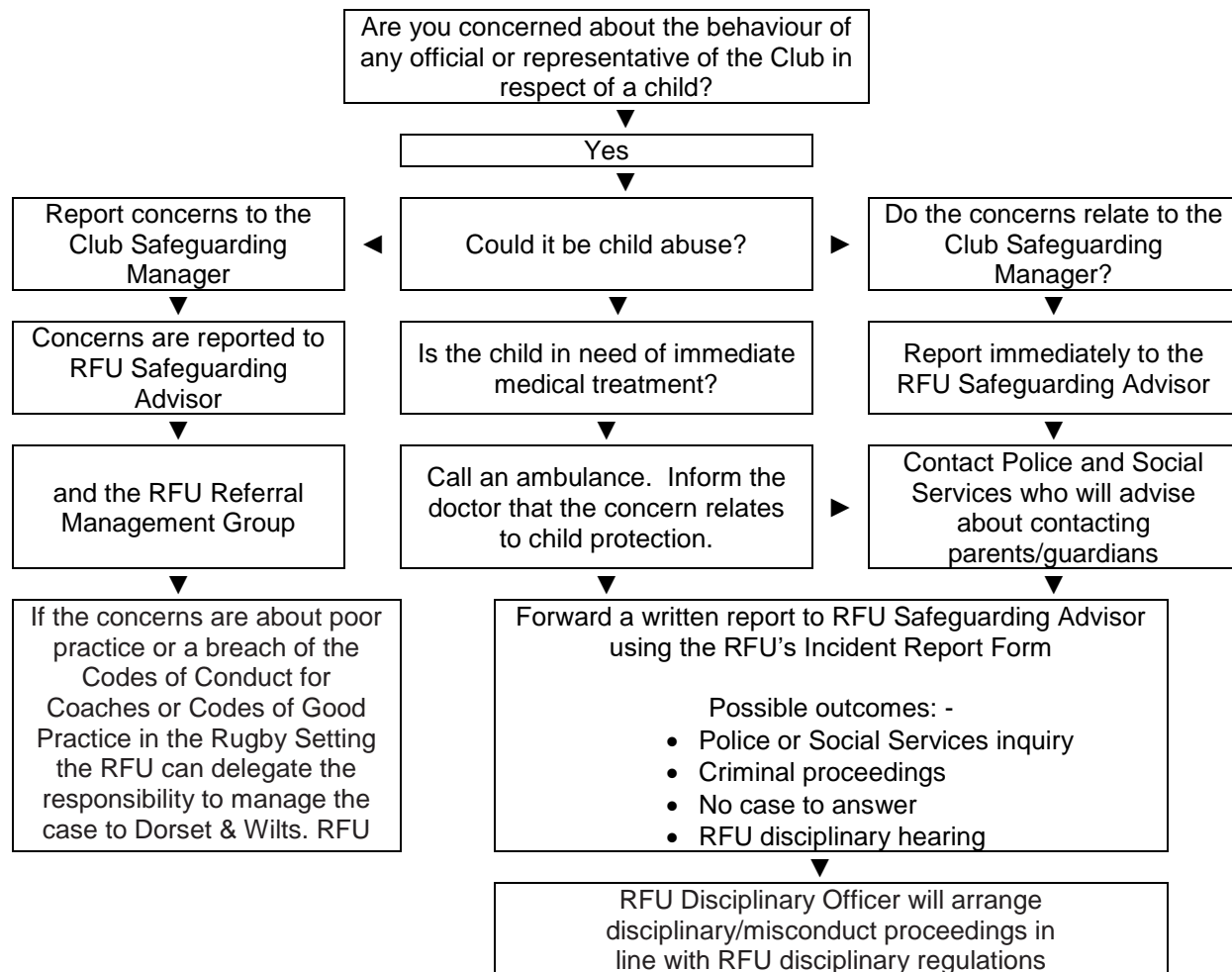
POLICY ON CONCERNS AND COMPLAINTS [2018]

This policy is written in two parts. Part 1 is intended to deal with child safeguarding issues; and here “child” is generally intended to mean someone of 18 years or under or, in the case of disability, someone under 24 years old. Part 2 is intended to deal with the resolution of concerns and complaints about competitions and other Club issues.

Part 1

CHILD SAFEGUARDING PROCEDURE

The following is not intended to replace the RFU’s published Policy for the Safeguarding of Young People in Rugby Union or the RFU Policy Guidelines (which should both be consulted in any event) but it outlines the important courses of action. However, the Club would ask you to reflect on whether the behaviour is poor coaching practice, or if it might be dealt with as a breach of the disciplinary codes, before you invoke the following procedure



The Club Safeguarding Officer is [JAMES O'SULLIVAN](#) - telephone 07891 853952

Part 2

**Complaints Procedure relating to
Resolution of other Club Issues.**

It is good to have a procedure for resolving complaints or concerns, as such a system helps the Club to identify any underlying weaknesses in practice or in its administration. The Club recognises that some complaints may be well-founded but also that everyone can make a mistake. The Club expects realism and honesty from all involved.

Most complaints about poor practice in coaching or administration can be resolved by a quiet word with the individual concerned. If anyone feels that the complaint should be dealt with more formally however, this procedure must apply. The objects of this procedure are to ensure that: -

- Proper concerns are taken seriously and investigated promptly;
- The Club is provided with fair representations from all parties involved;
- The matter is dealt with by the appropriate person; and
- The outcome is noted and appropriate redress is provided.

People who are not paid-up Club members (or, if applicable, the person with the appropriate parental responsibility for the junior member concerned) have no standing to make any complaints themselves.

If the complaint or concern is about the administration of the Club then, where the administrator concerned can not resolve the dispute or objection immediately, members must put their concerns in writing and address them to the Club Secretary for the time-being, whose contact details may be found both in the Club Handbook and on the Club Website: www.devizesrfc.org.uk If the problem relates to a match then it must be received no later than 4 days after the match concerned. The Club shall have absolute discretion to pursue or resolve any such disputes or objections as it shall think fit; and its decision shall be final and binding on all parties.

Every other complaint from a Club member must be in set out in writing, must give the facts and events in a concise manner and identify any documents or other evidence. It must be addressed to the Club Secretary for the time-being, who will:

- [1] check that the author has the standing to complain,
- [2] decide whether there is a cause for concern
- [3] if so, enter it in a central register; and
- [4] appoint someone to investigate and report

The address for the Club Secretary is currently: - Mr N Dark, 18 Killbrock Mead, DEVIZES, Wilts. SN10 2FU – email: secretary@devizesrfc.org.uk

The Club Secretary may not necessarily deal with the complaint himself: he may well refer it to another senior officer of the Club, whom he feels has the requisite knowledge or experience to investigate it.

Once you have been notified of the outcome of the complaint, if you are not satisfied with the outcome, you may ask the Club Secretary to refer the matter to the Club President, who will decide what should happen next.

The Club would expect this procedure to have been observed and followed through before anyone contacts the RFU or the Dorset & Wilts. RFU about a concern or complaint.

This policy will be reviewed periodically by the Management Board.