



Complaints Procedure

Orkney Athletic Club (OAC) recognises the importance of having a clear policy and set of procedures for dealing with any complaints that are made against the Club or its volunteers.

Purpose: To ensure complaints are dealt with fairly and that a clear procedure is in place for dealing with issues which cannot be resolved between the parties themselves.

Procedures: The procedure will be exercised in a way that will ensure any person/organisation complaining or who is the subject of a complaint has the opportunity to be heard and treated fairly.

1. Any complaint concerning OAC or an OAC member should be raised in the first instance with the Head Coach or Club Welfare Officer, verbally or in writing.
2. If the complaint cannot be resolved by the Head Coach or Club Welfare Officer, the complainant will be asked to write to the Club Chairperson setting out the nature of their complaint, unless the Chairperson is the subject of the complaint in which case the letter should be addressed to the Club Secretary.
3. The Club Chairperson (or, if they are the subject of the complaint, the Secretary) will, where the complaint relates to a named individual, make that individual aware that a formal complaint has been received and that this Complaints Procedure has been triggered.
4. The Chair (or, if they are the subject of the complaint, the Secretary) will raise the matter with the Committee at the earliest opportunity, and the Committee will appoint a Complaints Sub-group comprising at least two impartial members of the Committee (one of whom shall agree to act as chair of the sub-group) and a member of the coaching team, all of whom have no connection with the complaint.
5. The complainant will be invited to discuss the nature of the complaint with the sub-group members. They may be assisted at such meeting either by a friend or fellow member.
6. The complainant must take all reasonable steps to attend the meeting. If they do not attend the meeting then the Complaints Sub-group chair may consider the complaint in his/her absence, adjourn the meeting or take such other action as s/he deems necessary.
7. The meeting with the complainant must not take place unless any named individual who is the subject of the complaint has first had a reasonable opportunity to consider his/her response to the complaint. That individual will also be given an opportunity to meet with the Complaints Sub-group separately to discuss the complaint, and they may be assisted at such meeting either by a friend or fellow member. If they prefer, they may give their response in writing.
8. After these meetings have taken place, the Complaints Sub-group chair will inform the complainant of the decision concerning the complaint and the agreed way forward in writing.



9. OAC will make every effort to deal with any complaints within three months from the date on which the issue was first raised.