

North Ayrshire Athletics Club – Grievance Procedure

The club is committed to creating a happy, enjoyable and safe environment where members – athletes, coaches, officials, team managers, parents and other volunteers - are respected and relationships are mutually productive and conducted amicably.

However, it is recognised that sometimes complaints arise which have to be fairly and quickly resolved. It is expected that most complaints will be initially handled informally by both parties to any dispute by the exercise of goodwill and common sense. If this is not the case then the dispute will be investigated and resolved using the following four-stage procedure:

Stage 1.

Informal resolution between the parties facilitated by a single member of the Club Board, who will report back to the Club Board in writing.

Stage 2.

A written complaint should be submitted to the Club Secretary and the person(s) giving rise to the complaint within two weeks of any incident giving rise to a formal complaint.

An investigation, involving the gathering and exchange of supporting evidence by both parties, will be conducted within two weeks of the receipt of a written complaint.

A formal hearing of the evidence will be conducted by a Panel of three members of the Club Board. Complainants and defendants may be accompanied by a suitable person but not as a representative.

Detailed notes will be made of the proceedings by one member of the Panel selected from amongst the members to act as Panel Secretary.

The Panel will give both parties a brief written decision within a week of the hearing.

Stage 3.

Complainants may appeal against the Panel's decision in writing to the Club President stating their grounds for disagreement with the Panel's decision. Such an appeal must be lodged within one week of the announcement of the Panel's decision.

If the justification for the appeal is accepted by the Club President then a second hearing will take place within two weeks of the receipt of the appeal request letter.

The Appeal Panel, led by the Club Board and two other members of the Club Committee, not previously involved, will meet to consider the written evidence and the notes from the initial Panel and make a decision on the complaint. Notes will be kept of the proceedings.