

Club Policy on Complaints & Discipline

Background

In accordance with the Rules of [CLUB NAME] and the requirements in natural justice for a fair and transparent Complaints and Disciplinary Procedure to be adopted, this document was produced to give guidance to the [CLUB NAME] executive and to the appointed Complaints and Disciplinary Committee.

A Complaints and Disciplinary Committee (CDC) shall be appointed by the executive committee of [CLUB NAME] to deal promptly with any complaint or incident. The CDC will consist of a minimum of 3 members.

Maintenance of Discipline in Affiliated Clubs

The authoritative body in respect of discipline in the club is, in the first instance, the executive of the club. Appeals against disciplinary decisions at club level may be heard by the NCDC of the national executive of NCFFI, or by an appeals committee appointed by NCDC.

Maintenance of Discipline in the [CLUB NAME]

The [CLUB NAME] executive is the authoritative body in respect of discipline in Areas and activities organised or funded directly [CLUB NAME].

The [CLUB NAME] executive shall take whatever measures to maintain an acceptable standard of behaviour and apply appropriate penalties.

Duties of Complaints and Disciplinary Boards

The CDC shall have the power to hear and determine any complaints whether made by a party alleging a grievance, by a member of [CLUB NAME] or by any NCFFI affiliated club that a member has acted in a manner damaging to the interests of [CLUB NAME]. In the event of the Complaints and Disciplinary Committee determining that a member has acted in such a manner it shall be entitled to impose whatever penalty it considers appropriate provided however that the member against whom the complaint has been made is entitled to appeal the decision of the CDC within 2 weeks (14 days) of being notified in writing by the CDC of its decision. This appeal will in the first instance be made to the club executive. The executive may choose to determine the appeal itself or to appoint a committee of at least 3 [CLUB NAME] executive members to determine the appeal. The committee hearing the appeal will be independent of the CDC who heard the original complaint and having examined all the relevant information shall be entitled to uphold, vary or reject the determination of the CDC and the penalty imposed by it.

Procedure

Before Formal Complaints procedures are instigated members should consider whether the matter can be dealt with informally first. If the Informal Complaints Procedure does not lead to a satisfactory conclusion then the Formal Complaints procedure shall be adopted.

The CDC appointed should, in the first instance consider an informal resolution and seek to facilitate a resolution informally. If either party is still dissatisfied, then the CDC must proceed to a formal determination of the complaint.

There are timeframes contained in the document which should be adhered to.

There is a cost involved in administering the Complaints and Disciplinary process. Accordingly, members, when making a Complaint or an appeal, may be subjected to an administration fee as set out in this document. However, where a Complaint is upheld or where an appeal is upheld, the administration fee will be reimbursed to the Complainant.

It should be emphasised that disputes should be dealt with at a local level and all efforts at a resolution at this level exhausted.

Exclusions

Please note that these Procedures are not an appropriate mechanism for dealing with allegations of child abuse which should be referred to the relevant agencies in accordance with Safeguarding guidelines.

Informal Procedure

Any [CLUB NAME] Member who has a complaint made against them shall be treated with respect and dignity and shall be innocent of any complaint until proven otherwise.

A complaint may be made in writing to the Secretary of a Club in the first instance or directly to the club executive, if the complaint involves an officer of the club.

The Chairman of [CLUB NAME] will, in consultation with the committee members appoint a Complaints and Discipline Committee (CDC), to adjudicate the complaint. Based on the seriousness of the complaint or incident the CDC shall decide if the complaint or incident may be dealt with by the Informal procedure.

In the case of the Informal Procedure the CDC will invite all parties involved, separately to review the issues at hand to resolve those issues by mutual agreement if practicable.

If mutual agreement is reached it will be recorded by the Disciplinary Committee and reported to the club executive. All parties involved will be notified of the decision and no further action will be taken.

Where the complaint or incident cannot be resolved the matter will be referred to the Complaints and Disciplinary Committee and the matter will be dealt with under the Formal Procedure.

Formal Procedure

Any Club Member who has a complaint made against them shall be treated with respect and dignity and shall be innocent of any complaint until proven otherwise. Fair procedures shall always be applied .

All procedures shall be treated as confidential between the Executive Committee, the [CLUB NAME] Member involved, witnesses and the CDC

Complaints shall be made in writing or orally to a member of the Committee who will formally put the complaint in writing and have the complainant, when satisfied as to its contents, sign and date the complaint. A copy of the complaint will then be available to the complainant.

Any witness reports to the incident shall be documented and forwarded to the Chairman of the Complaints and Disciplinary Committee along with the actual letter of complaint without delay.

The Complaints and Disciplinary Committee shall meet within fourteen days of receipt of a complaint and set a date for hearing of the complaint and provide enough opportunity for the person or persons whom the complaint is made against to defend themselves against such complaint and to give any explanation or offer any evidence on their behalf.

This Complaints and Disciplinary Procedures has been adopted by the Executive Members of directly [CLUB NAME] at an executive committee meeting held on

Signed _____

Chairperson

Signed _____

Secretary

The elected members of the Complaints and Disciplinary Committee appointed by the Executive Committee agree to abide by the procedures herein.

Signed _____

Appointed _____ \ _____ \ _____

Signed _____

Appointed _____ \ _____ \ _____

Signed _____

Appointed _____ \ _____ \ _____