



SOLENT ICE HOCKEY



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SWIHC Complaints Policy

1.1. This policy is designed to outline the steps to be taken where a person wishes to make a complaint or raise a grievance with either persons involved with SWIHC, or the processes by which the club is run. This complaints procedure is designed to be open and ensure transparency in the management of complaints. We seek to ensure that complaints are:

- Listened to and investigated.
- Dealt with consistently.
- Acknowledged speedily and recorded.
- Dealt with in an appropriate, fair and timely fashion.
- Learned from.

1.2. Please note that this procedure only pertains to incidents involving club members or associated club members (parents, club volunteers etc.) during club activities or whilst someone is representing themselves as a member of SWIHC. Historic complaints will not be investigated under this procedure.

Making a Complaint

2.1. Minor complaints should, in the first instance, be directed to the Team Manager for resolution. SWIHC will always seek to resolve issues or complaints informally in the first instance, in line with EIH policy.

2.2. Any person wishing to make a formal complaint should send their complaint, in writing, to the Club Secretary no earlier than 24 hours (observing the club cool-down period) and no later than 10 days after the incident happened. Anyone wishing to make a complaint should ensure that they first consult the Club Code of Conduct. **Any complaints which involve a person under the age of 18, or which involve a vulnerable adult, must immediately be directed to the Club Designated Safeguarding Lead.**

Procedure Following Receipt of a Complaint

- 3.1. After receiving a complaint, the Club Secretary will confirm receipt of the complaint, in writing, within five days. The Club Chairperson will then appoint a panel, consisting of members of the SWIHC Committee, to review the complaint. This will consist of no less than two members. The complaint will be investigated in line with the Club Code of Conduct and the Disciplinary Policy.
- 3.2. The appointed review panel will contact the complainant and arrange a meeting in order to discuss scope of the complaint and the complainant's desired outcomes as soon as possible. The target date for the completion of this meeting is within ten days of the receipt of the complaint.
- 3.3. If the complainant refuses to attend a meeting to discuss their complaint, SWIHC will normally consider that the complainant no longer wishes to pursue the complaint, unless there are extenuating circumstances.
- 3.4. Once the meeting with the complainant has been concluded, the review panel will then contact the subject of the complaint to arrange a meeting to give them the opportunity to answer the allegations raised in the complaint. The target date for completion of this meeting is within ten days of the meeting held with the complainant.
- 3.5. If the subject of the complaint refuses to attend a meeting to answer the allegations, the investigation will continue without their input.
- 3.6. Once these meetings have been concluded, the review panel will commence the investigation into the incident, based on the information given by both parties. At this point, the review panel will advise both parties as to the likely timescales for conclusion of the complaint. Investigations will be conducted in line with the framework of the SWIHC Disciplinary Policy.
- 3.7. During the course of the investigation, SWIHC reserves the right to consult with other relevant authorities, including (but not limited to) England Ice Hockey, Ice Hockey UK, and UK Sport.

Outcomes

- 4.1. Complaints will always be investigated with honesty and transparency. When the review panel are considering their decision, it will be based on the balance of probability. As soon as the investigation has been concluded, the findings will be communicated in writing to all parties involved.
- 4.2. Any disciplinary outcomes will be delivered in line with the SWIHC Disciplinary Policy.
- 4.3. Where any club failings are discovered in policy, processes or procedures, SWIHC will aim to action those in a timely fashion and carry that learning forward for future activities or investigations.
- 4.4. The findings of any SWIHC investigation shall be considered final. An appeal will only be considered where a failing has been identified in the procedural execution of the investigative process. If the complainant or subject of the complaint wishes to appeal on

these grounds, this should be indicated in writing to the Club Secretary. Once the complaint has been closed, no further complaints may be raised on events or actions which have already been subject to investigation.

Appeals

5.1. Where an appeal is granted, the original review panel will be disbanded and a new review panel appointed by the Club Chairperson. They will review all information gathered thus far and the way the complaint was processed, taking into consideration points raised in the appeal.

5.2. Once the findings of the appeal have been delivered, no further appeals may be made.

5.3. If the complainant or subject of the complaint feel that the investigation into the complaint has been mishandled, or there has been any malicious or unjust action, they should raise the matter with the EIH through their complaints procedure.