



## Thornhill Roses complaints procedure

### Outline of Action relating to Poor Practice and Misconduct

Where parents/carers, spectators, players, coaches or club officials are seen to have possibly acted inappropriately and a complaint is made, Thornhill Roses will follow a clear process.

The general process for dealing with a case and deciding what to do, which may include issuing a sanction, is as follows:-

### Where a complaint is made to Thornhill Roses:

- The person making the complaint must put their complaint in writing via an email and address it to the Club Secretary.

Email address: [complaints\\_thehill@aol.com](mailto:complaints_thehill@aol.com)

(Note - if the complaint is about the conduct of the Club Secretary, the letter should be sent to either the Vice Chairman or Welfare Officer)

- The letter of complaint will be sent to the person the complaint is about. Thornhill Roses must ask the person complaining for permission to share their letter of complaint with the person who is the subject of the complaint. Such permission should also be given in writing.
- Written communication will then need to be sent by Thornhill Roses to the person who is subject of the complaint outlining the concerns that have been raised and including a copy of the complainant's letter (latter to have any contact details removed prior to forwarding on)
- Communication from Thornhill Roses should specify that it requires a written reply from the person who is the subject of the complaint, within seven days. If the matter can be subsequently closed following exchange of communication that is fine; however, if not, then Thornhill Roses will invite both parties to a Committee Meeting to deal with the matter.
- Thornhill Roses communication to both complainant and the person who is subject of the complaint should indicate the date/time/venue of the Committee Meeting and give at least 14 days notice of it so that the parties concerned can make arrangements to attend should they wish to do so. The communication must also advise that if they do not attend the matter will be dealt with in their absence.
- The Committee dealing with the complaint would ideally consist of 3-5 Officials from the Club and they must NOT include anyone directly named or involved in the original complaint; or, who has a vested interest in the outcome.
- The Committee members will need copies of all relevant communication in advance of the meeting so that they can read it and be fully aware of the complaint and response.

- At the Committee Meeting a verbal outline of the complaint will be given through the Secretary and the Committee would then hear from the person who made the complaint and the person who is the subject of the complaint. The Chair of the committee would then ask any questions deemed appropriate to challenge or clarify what had been written or said. Any questions between the parties will be communicated through the Committee Chair.
- The person the complaint is about will be asked to sum up; and then the person who has made the complaint will do the same. They will then be asked to leave the room to allow the Committee to deliberate and reach a decision.
- After a decision is reached, both parties would then be asked back into the room and given the decision which will be binding (and followed up in writing); or alternatively, both parties would leave the meeting altogether after being informed that the club would advise of the decision in writing.

### Sanctions

Where the Committee find that the complaint is upheld/proven there are a number of sanctions available. Sanctions are incorporated into the Respect Codes of Conduct which all members of Thornhill AFC are made aware of when they sign up at the beginning of every season.

Thornhill Roses Committee