



Brondesbury Sports Club

BRONDESBURY SPORTS CLUB -COMPLAINTS POLICY

HAVE A COMPLAINT? THEN PLEASE SEE THIS POLICY.

WHO CAN MAKE A COMPLAINT?

Any member, visitor, guest, hirer or employee may make a complaint about any member, visitor, guest or employee or the service provided by the club.

YOU ARE A HIRER -AND HAVE A COMPLAINT?

A hirer of the club's facilities should make their complaint to the operations manager – either verbally or in writing being clear what the issues are and what outcomes you wish to see achieved by the resolution of your complaint.

If the complaint is about the operations manager the complaint should be made to the chairman of the board.

YOU ARE A VISITOR OR GUEST?

You should make your complaint in the first instance to the club secretary or the section director who will make sure that your complaint gets to the right section of the club or deal with the matter him or herself. If the complaint is about the operations manager the complaint should be made to the chairman of the board.

YOU ARE A PLAYING MEMBER OF A SECTION?

If your complaint refers to the behaviour or actions of someone else in your section or related to the business or sport of the section, you should complain in the first instance to the chairperson or director of the section. If you fail to achieve a response within five working days, you should refer the complaint to the club secretary who will pursue the matter on your behalf. If your complaint is about the running of the section itself and you deem it serious or you believe you will not get a fair hearing in the section, then you should address your complaint to the club secretary. In cases of serious misconduct, the section may pass the matter to the club secretary.

YOU ARE AN EMPLOYEE?

If your complaint is about a club member, visitor or guest you should refer your complaint to the operations manager. If your complaint is about another employee then you should complain to the operations manager. If your complaint is about the operations manager you should complain to the chairman of the board.

SERIOUS COMPLAINTS

Safeguarding issues

If your complaint is about a threat to or abuse of a child or vulnerable person, your complaint will go immediately to the club's safeguarding officer who will respond according to the club's safeguarding policy which is on the club website.

Aggressive, abusive, or discriminatory behaviour and language such as racism or homophobia.

Depending on the nature and seriousness of the complaint, it might be appropriate for you to approach the person or persons in question to discuss the issue. Where this is not appropriate you should report the matter to the operations manager who will consider a range of options with you from mediation to formal written complaint under our complaints procedure which can be seen below.

Safety issues

These are best communicated in writing to the section director. You should expect a response at least stating what will happen and by when within 5 working days.

THE STANDARDS WE SUBSCRIBE TO AND WILL TRY TO MAINTAIN

Taking all complaints seriously

Timely response

Confidentiality

Adherence to processes laid down in our Safeguarding Policy and our discipline and grievance policy

Equal and fair treatment

Respect for the rights of anyone accused or complained about to have fair treatment

HOW TO MAKE A COMPLAINT

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive, racist, sexist or intimidating. It could be because someone has broken important rules or policies.

Values and principles

You have the right to complain: we take complaints seriously. You should not be harassed, bullied, or put at a disadvantage because of making a complaint.

Equality: you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

Fairness: we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation. We will always give priority to concerns that affect safety

and welfare. Issues affecting children will be treated very seriously.

Confidentiality: we treat complaints as confidentially as possible. Sometimes we have to discuss complaints with LTA, ECB and England Squash. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the right authorities. If necessary, we will seek advice from other organisations such as the police, Social Services or a National Governing Body of a sport.

Process

If you have a complaint, it is often best to start by having a conversation with someone involved in the running of the club such as the operations manager or the section director. They may be able to help to resolve your problem. If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing so that it is clear what the issues are. You might, however, wish to make a more formal written complaint which will then be followed up by the Board of Directors using the appropriate mechanism such as grievance or discipline policies. The address for written complaints is at the bottom of this policy. We accept anonymous complaints, but it is often very difficult to investigate these properly. It is easier for us to handle your complaint if you provide as much detail as possible.

Whom to contact to make a complaint

Complaints will usually be handled by the operations manager, club secretary, or one of the directors. Useful contact details have been included at the bottom of this policy.

Dissatisfied with the way the complaint has been handled or resolved?

If you are unhappy with any or all aspects of the way your complaint has been handled please put your views in writing to the club secretary who will ensure that a group of directors who have not been involved in handling the matter review the matter, follow up your concerns and report back to you.

LIST OF CONTACT DETAILS:

Operations Manager: Svetlana Zinina: brondesclub@gmail.com

Club Secretary: Lara Greenfield: clubsecretary@brondesburysc.co.uk

Chairman of the board: Richard Abramson: clubpresident@brondesburysc.co.uk

Safeguarding Officers:

Tennis Section: Naomi Landau: tennissafeguarding@brondesburysc.co.uk

Squash Section: Mark Troman: admin@brondesburysquash.co.uk

Cricket Section: Ladi Sonaike ladisonaike@primrosehillcc.org

Related documents on the club website:

Safeguarding policy

Health and Safety Policy