

The Complaints Procedure

Statement of Intent

Centurion Running Club (CRC) is fully committed to safeguarding and promoting the well-being of all its members, ensuring a positive and enjoyable experience for all. The club believes that it is important that members, coaches, administrators and parents associated with the club should, at all times, show respect and understanding for the safety and welfare of others. Therefore, members are encouraged to be open at all times and to share any concerns or complaints that they may have about any aspect of the club with the club Secretary or other committee member.

Aim

It is the CRC Committee's principal aim to learn from its mistakes. It will try to bring all concerns about the running of CRC to a satisfactory conclusion for all parties involved. Where appropriate, it will rectify mistakes, errors of judgment or missteps and in some situations, it may only be able to provide an explanation for its actions.

Methods

To achieve this, the Committee adheres to this Complaints Procedure. As part of its procedure, the Committee will keep a 'complaints summary' which comprises a copy of all complaints received and a copy of the responses that it provides.

Types of Complaint

Organisational/Administrative Complaints: For problems that have arisen in the ordinary day-to-day operations of CRC, which may include the standard of administration, coaching, organisation of club runs and activities, etc.

Member Conduct Complaints: For the more serious of complaints, for example, the improper or aggressive conduct of another club member, theft, etc.

Under each type of complaint, there is a degree of escalation that may occur depending on the seriousness of the complaint.

Who should you complain to?

All complaints must be addressed in writing to the Chairman of CRC, either via email at chairman@centurionrc.org.uk or in person.

NB: If the complaint relates to the conduct of the Chairman, address the complaint to the Club Secretary either via email at secretary@centurionrc.org.uk or in person

What should the complaint include?

1. Complaints must be clearly dated and must specify whether they are an organisational/administrative complaint or a member conduct complaint
2. Complaints must include a brief description of the event and the circumstances leading up to that event, providing dates, times and locations to the best of the complainant's knowledge

3. If you wish to make a complaint but require some assistance putting the complaint into writing, a template complaint form can be provided upon request

How will your complaint be dealt with?

All complaints received will be acknowledged within 5 days of receipt.

Organisational/Administrative Complaints

1. The Chairman will investigate the surrounding details and provide feedback to the complainant regarding the outcome of that investigation within 28 days of receipt of the complaint.

Feedback may be provided via telephone, by email or by post. However, the Chairman's findings will always be recorded in a complaints summary and maintained for at least 3 years.

2. If the complainant is unhappy with the outcome of the initial complaint, they may choose to:
 - a. request a face-to-face meeting with the Chairman within 30 days of the outcome of the initial complaint

Requests must be made in writing to the Chairman via email or in person. Following a request for a formal meeting, the Chairman will organise the meeting within 30 days of receipt of the request, at the earliest possible convenience for both parties

- b. In the event that the meeting does not take place or proves insufficient, the complainant may escalate the complaint to England Athletics.

The Committee will store all information pertaining to organisational/administrative complaints for 3 years.

Member Conduct Complaints

1. The club Chairman (or Secretary, if the complaint relates to the conduct of the Chairman) will investigate the surrounding details, contacting all relevant parties where necessary, including the complainant, the accused member and any potential witnesses.

The Chairman may call upon other club members to assist in the conduct of the investigation where necessary.

All efforts will be made with the relevant parties to address the issue raised and to find a satisfactory conclusion.

The initial outcome of that investigation will be fed back to the complainant and the accused member within 28 days of receipt of the complaint, where possible.

NB: If further time is required, all relevant parties will be informed

If the complaint is upheld and the accused member is found to have broken the club's Code of Conduct, disciplinary action will be taken.

2. If the complainant or the accused member is unhappy with the outcome of the initial complaint, they may choose to:
 - a. request a face-to-face meeting with the Chairman within 30 days of the outcome of the initial complaint

Requests must be made in writing to the Chairman via email or in person. Following a request for a formal meeting, the Chairman will organise the meeting within 30 days of receipt of the request, at the earliest possible convenience for both parties

- b. In the event that the meeting does not take place or proves insufficient, the complainant or the accused member may escalate the complaint to England Athletics

The Committee will store all information pertaining to member conduct complaints for 5 years.

Policy Date

This policy was agreed and disseminated on 31st January 2019 and will be reviewed annually or when there are substantial organisational changes.

Policy Review Date: 10th February 2025

Signed:

Name: Peter Thomas

Position: Chairman, Centurion Running Club

Date: 10th February 2025