

# Complaints policy for BRCFC

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## Purpose of this document

- This document details BRCFC (the Club) commitments relating to complaints from people, both internal to Raiders and external and organisations coming into contact with Raiders through its work.
- It is intended to be used by beneficiaries and stakeholders in the event that they have a complaint against the Club (including those who represent the club either through playing, supporting or managing) in relation to its charitable activities.

## Our policy

The Club is committed to providing the highest levels of service to all beneficiaries and stakeholders.

Our policy is:

- To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
- To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
- To make sure everyone at the Club knows what to do if a complaint is received
- To make sure all complaints are investigated fairly and in a timely way
- To make sure that complaints are, wherever possible, resolved and that relationships are repaired
- To gather information which helps us to improve what we do

## What is a complaint?

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of the club, including those who represent the club either through playing, supporting or managing.

A complaint can be received by phone, by email or in writing.

## Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

## Responsibility

Overall responsibility for this policy and its implementation lies with the Board of Trustees.

## **Scope of the policy**

The policy applies to all complaints made against the Club (including those who represent the club either through playing, supporting or managing) which have been raised as a matter of concern but which have not been capable of informal resolution and which the complainant or the Club considers should be dealt with on a formal basis.

The Club expects that before seeking to use this formal policy the complainant will have made reasonable attempts to seek an informal resolution of the position.

## **Formal Complaints Procedure**

### **STAGE 1**

1. The complainant must put the complaint in writing by letter or by email unless the complainant has a disability which prevents this, in which case the complainant may contact the HR Trustee for assistance. The complaint should be addressed to the Head of Boys Football/Head of Girls Football/Head of Futsal/Chairman/Welfare Trustee whichever is the relevant party, if the complaint concerns any of the incumbents of these roles then it should be addressed to the HR Trustee.
2. The Club will acknowledge receipt of the complaint within 72 hours and notify the HR Trustee who will ensure that due process is followed.
3. The matter will be discussed with the complainant. This may be during a meeting or on the telephone. Whenever reasonably possible such discussion will take place within 2 weeks of the complaint being received. When this is not possible, the Club will provide an explanation and set out expected timescales by which a response can be expected.
4. Should an investigation be deemed appropriate, then the HR Trustee will carry out the investigation and refer all findings to the Head of Boys/Girls/Futsal/Chairman/Welfare Trustee for their consideration, if the complaint concerns any of the incumbents of these roles then the HR Trustee will find an alternative individual to assess the findings, or if appropriate the HR Trustee will assess the findings themselves.
5. The Head of the Boys/Girls Football/Futsal/Chairman/Welfare Trustee or the assigned person as per the above point, will put their findings in writing and indicate what steps if any should be taken to resolve the matter. Whenever reasonably possible this will be done within 1 month of the discussion with the complainant.

### **STAGE 2**

1. If the complainant is not satisfied with the outcome of the first stage, the complainant may request that the complaint be considered by the Independent Trustee.
2. A request to use the second stage must be in writing, addressed to the Charity Secretary within 2 weeks of the response being sent to the complainant and must set out briefly the reasons why the complainant is dissatisfied with the response.
3. The Independent Trustee will conduct a review of the matter to date.
4. The Independent Trustee will report his/her findings to the complainant, where possible within 1 month of receipt of the written request to use Stage 2.

5. A record will be kept of all complaints, and of whether they are resolved at the first stage or proceed to the final stage. The complaints log and confirmation of resolution will be reviewed periodically by the Board of Trustees.
6. Correspondence, statements and records relating to individual complaints will be kept confidential except where the Club is required by law to disclose them.
7. There may be occasions where, despite both stages of this procedure being followed, the complainant remains dissatisfied with the outcome. If the complainant tries to reopen the same issue, the Chair of the Trustees or the HR Trustee, is able under this policy to inform him/her in writing that the procedure has been exhausted and that the matter is now closed.
8. If the complaint is serious, for example, if there is the potential for significant harm to the Club, its work, its beneficiaries and other people coming into contact with the Club in the course of its work, a complaint can be made directly to the Charity Commission: <https://forms.charitycommission.gov.uk/raising-concerns/>

## **Possible outcomes of a Complaint**

Should a complaint be upheld, and the complaint is against another representative of Raiders then the following actions may be taken:

1. If the Raiders person is an employee any appropriate action taken will follow the Raiders Disciplinary Process
2. If there is deemed to have been a behavioural breach by a Raiders Volunteer, the level of breach will be assessed to be either minor, moderate or major.
  - a. Minor breach would involve an act where an action caused nor more than minor inconvenience or embarrassment to the offended party or Raiders.
  - b. Major Breach would involve an act that is deemed to be likely to bring the club into disrepute, such as, but not limited, to; violence, extreme aggression or serious abuse of referees, match officials spectators, other club members or volunteers, placers of either side or opposition team officials.
  - c. All other breaches will be considered moderate.
3. Appropriate action may include:
  - a. Warning as to future conduct
  - b. Suspension from membership
  - c. Expulsion from the club
  - d. Change or removal of volunteer role

## **Responsibility for the policy**

The Board of Trustees has overall responsibility for this policy and for reviewing the effectiveness of actions taken in response to concerns raised under the policy.

The HR Trustee has day to day operational responsibility for this policy and must ensure that all volunteers who may deal with concerns or investigations under this policy receive regular training.

The HR Trustee should review this policy from a legal and operational perspective at least once a year.

## Key Contacts

HR Trustee – [HRTrustee@berkhamstedraiders.com](mailto:HRTrustee@berkhamstedraiders.com)

Charity Secretary – [charitysecretary@berkhamstedraiders.com](mailto:charitysecretary@berkhamstedraiders.com)

Admin – [admin@berkhamstedraiders.com](mailto:admin@berkhamstedraiders.com)

Please email the above to request the appropriate contacts

## Policy Status

This policy does not cover:

- complaints from employees, who should use the Club's Whistleblowing Policy where appropriate
- complaints from staff which are personal, where the member of staff should use grievance procedure
- whistleblowing issues from volunteers, who should use the Clubs Volunteers Whistleblowing policy

The Club may alter or adapt this Policy, and any components of it, at any time.

## Review

This policy was approved by the Board of Trustees on 24<sup>th</sup> September 2020.