

HASTINGS RUNNERS

CLUB COMPLAINTS AND DISCIPLINARY PROCEDURES

The disciplinary process

Codes of conduct can only be effective if there is a disciplinary process to support them. It is essential that the Club is fair and consistent. The following options can be considered:

- Verbal warning
- Written warning
- Exclusion from a specified number of training sessions
- Exclusion from the Club for the remainder of the season
- Exclusion from the Club for the future season
- Membership withdrawn indefinitely if a member brings the interests of the Club into disrepute. See clause 6.3 regarding the powers of the Standards Committee

The complaints process

By clearly stating and communicating the Club's philosophy, what the Club can offer to and what it expects from Club members and coaches; we hope that this will limit potential complaints. However, where complaints cannot be satisfied via the normal channels (ie referring individuals to Club policies and procedures), then the following options can be considered:

- Complaints can be submitted in the first instance to the Club Welfare Officer. Alternatively where the issue relates to a technical matter the concern can be submitted to the appropriate coach
- Complaints can be directed to the Club chairman
- Complaints can be directed to the Club executive committee

- All complaints must be submitted in writing to the above committee
- If an individual is unhappy with the outcome of their original complaint they can appeal to the above committee
- The outcome of an appeal to the above committee is final

Club Complaints Procedure

In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Code of Conduct has been broken they should follow the procedures below.

1. They should report the matter to the Club Secretary in writing or another member of the executive committee. The report should include details of what, when and where the occurrence took place; any witness statement and names; details of any previous complaints made about the incident, date, when and to whom made; names of any others who have been treated in a similar way; a preference for a solution to the incident.
2. The Club's Executive Committee will sit for any hearings that are requested.
3. The Club's Executive Committee will have the power to: warn as to future conduct; suspend from membership; remove from membership any person found to have broken the Club's Policies or Codes of Conduct.

If the complaint is with regard to the Club's Executive Committee, the member has the right to report the discrimination direct to ARC.