**Complaints and disciplinary procedure**

Any complaint regarding any aspect of Leamington netball policy, procedures, perceived inappropriate treatment by others – including all officials, or policy’s adopted by the Club shall be investigated by an independent subcommittee which must consist of the Club Chairman and one other committee member. A quorum of 5 members will investigate the complaint, and bring its findings and recommendations for consideration by the main Club committee.

* The complaint must be made in writing and this can be either emailed to the Clubs Chairman or given to the Chairman in written form.
* The person to whom the complaint is made against must be informed of the complaint and the process that will follow. A copy of this communication will also be given to the complainant and they will also be advised of the process.
* The Chairman will appoint members of the committee (or others not on the main committee that are deemed suitable) and these members must be unconnected to the complainant.
* All complaints must state the full reasons for the complaint.
* All complaints received will be treated as official.
* If the panel decide, in their opinion, that the member has been unfairly treated, they will advise the committee of their decision and give their recommendation for the action they deem appropriate and the manner in which this will be delivered.
* If the complaint is deemed to have no grounds for action, the subcommittee will draft the response to the complainant and present to the main committee for approval before advising the complainant.
* Copies of the decision will be made available to both the claimant and the person being complained about.
* All complaints must be made initially to the Chairman only who will take advice from the Vice Chairman as to whether the complaint is substantive enough to begin an investigation. If it is deemed that the complaint can be dealt with by the Chair and Vice-Chair then this is the first avenue to follow.
* Upon receipt of a complaint the complainant will be advised by email within 10 days of the action that is deemed to be necessary. The subcommittee, if necessary, will consider all evidence and must bring the decision to the main committee at the next diarised meeting.
* The Chair will then have 10 days to advise the complainant and the member complained against of the outcome

Disciplinary matters will also take the same route as above with the Chairman delivering the decision ASAP

Adopted by the Club Members 2018

Signed

Club Chairman Vice-Chairman

Printed name ………………………. Printed Name ………………………………

Date Date