



Concern / Complaint / Grievance Procedure

This procedure aims to ensure that all concerns / complaints /grievances, whether about the conduct of a member of the club, complaint about action taken by the club, or otherwise, are dealt with in a timely, appropriate and proportionate manner.

In the event of an investigation into the conduct of a member of the club, all actions will be informed by the principles of natural justice:

- Members will be made aware of the nature of any concern or complaint made about them.
- Where the concern is about possible child abuse, advice will firstly be taken from the police as to what can be said to the member.
- Members will be given the opportunity to put forward their case.
- The club will act in good faith, ensure the matter is dealt with impartially and as quickly as possible in the circumstances.

Responding To A Child Protection or Wellbeing Concern In Regards To The Conduct Of A Member

In all cases where there are concerns about a member towards children, the welfare of the child is the paramount consideration. In such circumstances, the Cumbernauld AAC Procedure for Responding to a Concern About a Child, in conjunction with the Scottish Athletics Procedure for Responding to a Concern About a Club Member (available on the Scottish Athletics Website) will be followed.

A Welfare Officer from the club will ensure these procedures are followed, advice may be sought from the police, social work services or Scottish Athletics.

Responding to Other Concerns / Complaints / Grievances

If Cumbernauld AAC receives a complaint or grievance concerning a member (other than a Child Protection or Welfare concern) or situation within the club, it must be set out in writing and sent to the Chairperson of Cumbernauld AAC.

Where a member under 18 years of age has a grievance or concern, they should raise it with one of Cumbernauld AAC's Welfare Officers to take forward to Cumbernauld AAC's Board.

Cumbernauld AAC's Board will appoint an impartial member ("IM") from its Board and two other members from either the Board or coaches forum that have no connection with the grievance.



The ("IM") will invite the member to attend a meeting to discuss the grievance. The member may be assisted at such a meeting either by a colleague, a fellow member or a parent.

The meeting must not take place unless the member has had a reasonable opportunity to consider their response to the complaint/grievance. The member must take all reasonable steps to attend the meeting. If the member does not attend the meeting then the IM may consider the grievance in his absence, adjourn the meeting or take other such action as deemed necessary.

After the meeting, the IM will inform the member of the decision concerning the complaint/grievance and this decision is final.

Appeals against the decision must be made to the Chairperson of Cumbernauld AAC who will appoint a member of the Board who has had no previous involvement in the decision, to hear the appeal.

All actions and decisions will be documented on a Concern / Complaint /Grievance Report Form which on completion of the process will be retained and filed by the Welfare Officer