

IPSWICH TRIATHLON CLUB ('ITC')

Complaints policy

Complaints and Disputes

1. A 'complaint' is an expression of dissatisfaction and includes (but is not limited to) concerns about the conduct of any individual or group which brings or is likely to bring the sport into disrepute
2. It is hoped that most problems can be resolved quickly to the satisfaction of all concerned but if that is not possible a formal complaint should be communicated as quickly as possible in writing and marked 'complaint'.
3. All complaints shall remain confidential. If a complaint is made on behalf of someone else, written authority from the complainant will be required.
4. All concerns, allegations or reports of malpractice or abuse relating to the welfare of vulnerable adults will be recorded and responded to swiftly and appropriately in accordance with the Club's and England Athletics's safeguarding policy and procedures.
5. The Welfare Officer shall be the lead Officer for all Members in the event of any safeguarding concerns.
6. Any complaints of misconduct (improper or unprofessional conduct) regarding the behaviour of Members or Officers shall be dealt with by the Club in accordance with its discipline and appeals process and must be presented in writing to the Secretary (and where the matter relates to the Secretary, the complaint must be submitted to the Welfare Officer).
7. Unless exceptional circumstances apply, the Secretary will hear complaints within fourteen days of receiving a complaint. If the complaint is sufficiently evidenced, the Secretary will appoint 3 (three) Club Members (who have no direct or indirect interest/involvement in the matter) to sit on a disciplinary panel.
8. The disciplinary panel can impose a range of sanctions, including
 - a. Dismissal of complaint
 - b. A request for a formal written apology
 - c. Suspension from the club for a period of time
 - d. Expulsion from the club
 - e. Referral to other bodies (British Triathlon, Law enforcement, etc.)
9. Subject to paragraph 10 below, a decision of the disciplinary panel shall be final and conclusive.

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10. Any appeals must be received by the Secretary within 7 (seven) days of receiving the written decision and, if appropriate, the appeals process will be followed.
11. All appeals will be heard by a committee member and 3 club members who have no direct or indirect interest/involvement in the matter and did not participate in the decision being appealed.