



Bracknell Ice Hockey Club

COMPLAINTS PROCEDURES

- 1) In the first instance, any complaints from parents or children in the Club should be made to the Manager of that Team. This should then be dealt with by the Manager, in conjunction with the Coach if necessary. Should the need arise; the Manager may escalate the issue to the Child Protection Officer/Head Coach who will try and resolve the situation.
- 2) If this is not possible, or the Head Manager/Head Coach feels the complaint is severe enough, they will recommend that the complaint be put in writing and given to the Committee to consider. Any discussions/actions should be documented by the Child Protection Officer/Head Coach (for their own records) and a copy of this documentation should be forwarded together with the written complaint, and addressed to the Chairman.

A copy of any complaint (whether verbal or written) should be made available to the person the complaint has been made about in order that they may put their side.

- 3) Complaints and accompanying documentation will then be read and discussed at the next available Committee Meeting. If necessary additional discussions should take place with both parties either together or individually.
- 4) The Committee will make a written reply within 14 days of the matter having been discussed at the next available Committee Meeting.
- 5) The reply, in all cases, should outline any action to be taken in order to resolve the situation including (if it is a child protection issue) taking advice/guidance from the EIHA. It will be fed back to the Child Protection Officer/Head Coach who should then feed back to the persons concerned. If the situation involves a minor a parent/guardian should be present as well as the Child Protection Officer/Head Coach. This will avoid any communication breakdowns/misunderstandings.
- 6) Any verbal/emailed/texted complaints given to a Manager or Coach should be noted and forwarded to the Committee for information only.
- 7) Any serious breaches of the Team Disciplinary Code by players, coaches, or committee members may be discussed at the next available Committee Meeting (following collation of witness statements etc.) without the need for a formal complaint letter. Having been discussed, penalties may be issued accordingly.