



CARDIFF JUNIOR TRIATHLON CLUB

CLWB TRIATHLON IEUENCTID CAERDYDD

## **Complaints Policy and Procedure for Cardiff Junior Triathlon Club**

### **POLICY**

#### **Overview**

From time to time there may be things which either members, parents, guardians or stakeholders of Cardiff Junior Triathlon Club (here after referred to as the “Club”) are concerned about. At Cardiff Junior Triathlon Club we do our best to be accessible and to address these concerns as quickly as possible.

#### **Stage One (Informal)**

If you are worried about any areas of the club, then you should get in touch with one of the club’s coaches, and the concerns can be talked over. Hopefully this will resolve the situation quickly. However, if you feel that you need to make a complaint, there are more formal procedures for dealing with them.

#### **Stage Two (Informal)**

For more serious concerns or concerns not addressed by Club coaches, contact should be made via the Club Welfare Officer or Club Chairman directly. This should be done as early as possible and not left until the next training session. They will ensure that the concern is fully understood, investigated where necessary and who will do their very best to resolve the concern.

#### **Stage Three (Formal)**

When it has not been possible to resolve a problem through the ‘Informal’ procedures, then the formal procedure may be operated, this procedure is detailed in the second part of this document and covers how to formally submit a written complaint.



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## **FORMAL COMPLAINTS PROCEDURE**

### **Introduction**

This document sets out the Club's procedure for addressing complaints. It should be used only when informal attempts to resolve problems have been unsuccessful.

Please note that this procedure does not apply to informal concerns or issues concerning admission appeals or leisure centre facilities, the latter are dealt with by Maindy Leisure Centre (Better Leisure).

### **Aims and Objectives**

The Club will give careful consideration to all complaints and deal with them fairly and honestly. We will provide sufficient opportunity for any complaint to be fully discussed, and aim to resolve it through open dialogue and mutual understanding.

### **Framework of Principles**

#### **This procedure will:-**

- be easily accessible and publicised;
- be simple to use and understand;
- be impartial;
- be non-adversarial;
- allow swift handling with established time limits for action and keeping people informed of the progress;
- ensure a full and fair investigation by an independent person where appropriate;
- respect people's desire for confidentiality, wherever possible (some information sharing may be necessary to carry out a thorough investigation);
- address all points of issue, providing an effective response and appropriate redress, where necessary.

### **Procedure for Registering a Formal Complaint**

If you feel that a concern has not been addressed through Stage 1 and Stage 2 informal processes and you wish to have the matter formally investigated by an appropriate person from the Club, please submit a written summary using the form provided at the end of this document. This should be given to either the Club Welfare Officer or Club Chairman directly or via e-mail ([cardiffjuniortri@gmail.com](mailto:cardiffjuniortri@gmail.com)). If you do not submit your complaint using the form provided you will be asked to do so before the matter can be investigated.



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The person carrying out the investigation will review the way in which the concern was initially handled by the Club and ensure that the issues have been dealt with properly and fairly. He/she will normally write to you with the outcome of this process within 30 working days of receiving the complaint.

If you are not satisfied with the result from your formal complaint, you may choose to refer the matter to the Clubs formal Governing Body Welsh Triathlon ([www.welshtriathlon.org](http://www.welshtriathlon.org))

### **Monitoring and Review**

The Club monitors the complaints procedure, in order to ensure that all complaints are handled properly. All formal complaints received by the Club are logged and records kept as to how they were resolved. The Club committee examine this log on an annual basis and consider the need for any changes to the procedure.

### **Availability**

A copy of this procedure is available to all club members on request and can be viewed on our website at [www.cardiffjuniortri.org](http://www.cardiffjuniortri.org)



### Complaints Form

If you have tried unsuccessfully to resolve your complaint and wish to take the matter further, please complete this form and send it to the Club Welfare Officer. (If your complaint is against the Club Welfare Officer you will need to send the form to the Club Chairman).

**Name:**

**Address:**

**Tel. No/Mobile:**

**Postcode:**

**Email:**

**Name of child:**

**Date of Birth of child:**

**What is your complaint?**

**What outcome do you wish to achieve?**

**When did you discuss your concern/complaint with the appropriate club representative?**

**What was the result of the discussion?**

**Signed:**

**Date:**