

Trafford Aikido Complaints Procedure

Trafford Aikido wishes to ensure the health, safety, welfare and well being of all members, volunteers and visitors to our club.

When something goes wrong, we need you to tell us about it promptly. This will help us to improve both our standards and learn from your concerns.

If it is a Safeguarding issue it will mean the matter is dealt with under the relevant policy / procedure rather than this Procedure.

Step 1 We would hope matters can be dealt with informally and resolved promptly in the first instance through dialogue at Club level by speaking with either the Club Welfare Officer, a Club Coach, or the Club Leader.

Step 2 After exhausting Step 1 you may raise a formal complaint by contacting us, with full details, by email to our Secretary [info @ traffordaikido.org.uk](mailto:info@traffordaikido.org.uk)

We will apply the following principles in what we do:

- **Treat** complaints seriously
- **Act** promptly
- **Treat** people fairly and listen to both sides of the story
- **Stay** neutral
- **Keep** parties to the complaint informed
- **Try to Maintain** confidentiality if possible
- **Protect** against victimisation
- **Keep** accurate records
- **Make** decisions based only on information gathered not personal views
- **Disciplinary** action should be relative to the issue

What will happen?

1. We will send you an email acknowledging receipt of your complaint within seven days of receiving it.
2. The Executive shall then convene a panel of 3 who are unconnected with the subject matter of concern, to consider / investigate the matter. This may include asking you for more details.
3. If the complaint is upheld we shall write and let you know how we will be resolving it.
4. In other circumstances we will meet you to discuss and hopefully resolve your concerns.
5. Within ten days of the meeting, we will write to you with notes of the meeting.

6. If you do not want a meeting or it is not possible, we will send you a written reply to your complaint.
7. At this point, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter to review and make recommendations which the Club's Executive will consider.
8. We will then write to you confirming our final position on your complaint and explaining our reasons.
9. Where necessary, any resolution will be communicated to any others as may be necessary to ensure that actions are taken and followed.

The Club's constitution has a section dealing with Disciplinary matters. The Panel formed to deal with a formal complaint as part of Step 2 above shall also be capable of dealing with Disciplinary matters envisaged in the constitution, so arising, provided if it is appropriate for that Panel to do so.

Disciplinary Matters – Extract from the Club's Constitution (June 2016)

Where a member has brought Aikido or the Club into disrepute, has acted in a unbecoming way or manner, infringed any Club rules, regulation, constitution or code of conduct (or that of the British Aikido Board or Lancashire Aikikai) then action falls within this section. Disciplinary outcomes may include sanctions, conditions, reprimands, termination of membership, suspension or other measures.

The Executive may decide to act of its own volition or when matters are brought to its attention. The Executive shall convene a panel who are unconnected with the subject matter of concern, to consider /investigate the matter and decide the outcome. For the avoidance of doubt membership may include Executive members. The member will be asked to attend a meeting of the panel prior to any decision made. A member for support may accompany them

The panel will progress each investigation and appeal with due diligence. In cases where a Club investigation or appeal may prejudice the outcome of any investigation or appeal process being undertaken by another organisation the Club investigation or appeal may in the discretion of the panel be delayed pending the outcome of the other organisation's proceedings.

The Chairman may suspend membership of an individual and hence practise – if it appears to him there are justifiable reasons to do so based on information before him with immediate effect pending investigation. For avoidance of doubt suspension is regarded as independent to matters referred to in the preceding paragraph.

In this section notices/correspondence will be sent to members using addresses held by the Club in its records. Information and outcomes may be shared with other bodies in appropriate instances.