

COMPLAINTS/DISPUTE Procedure

We understand that most participants in athletics are volunteers and they participate because they want to. However, there are certain standards of behaviour that are expected and unfortunately there are occasions when these standards are not reached. In these circumstances we provide below the Club's Grievance Procedure to ensure that any issues are dealt with fairly and appropriately.

Step one

If you have a grievance that involves another member (including coaches, volunteers, committee members ...etc.), you should first of all try to resolve the matter by speaking directly with the other member about the matter, if possible. The discussion should be conducted with courtesy and to reach a resolution as soon as possible.

Step two

If you do not wish to discuss the matter directly with the other member or would like additional assistance, you can contact the Welfare Officers who can investigate and assist on the matter. To the extent that you can, please provide as much details as possible on the following:

- What has been happening or has happened?
- Who are the members involved?
- What contact (if any) have you made with the member?
- What steps (if any) have you taken to resolve the matter on your own?
- What would you like to happen, e.g. ideal resolution?

(Email HHAC.email@yahoo.com for contact details of the current Welfare Officers)

Step three

The Welfare Officers will firstly determine if the matter can be dealt with at club level or is classed as serious misconduct in which case it will be referred to England athletics or for serious safeguarding issues it may be referred to the UK Athletics Safeguarding team who will take over all dealings with the matter.

If the matter can be dealt with at club level the Welfare Officers will investigate as soon as practicable. If the grievance is against an individual, such individual may be invited to respond to the grievance by the Welfare Officers at the earliest opportunity. In seeking to resolve the grievance, the Welfare Officers may request for more time to investigate, suspend the investigation or defer the decision if more information is required. They may also choose to refer it to England athletics or UK Athletics accordingly if it is felt necessary after further investigation.

Step four

After the investigation is completed, the Welfare Officers shall inform you and all relevant parties on how the matter should be settled and update the Committee on the matter and related settlement at the next earliest Committee meeting.

If you are not satisfied with the settlement/resolution provided by the Welfare Officer, you may request the Committee to review the matter. In the event that the matter involves a person on the Committee, then that individual shall excuse him/herself from the review process.

If the settlement/resolution involves disciplining or excluding a member from the Club's membership, such decision must be made in accordance with the Club Rules on Disciplinary Procedure and not by the Welfare Officers.

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