



## JSAC COMPLAINTS & DISCIPLINARY POLICY

### 1. Introduction

- 1.1. Jersey Spartan Athletic Club (JSAC) is committed to the resolution of individual complaints informally where possible, and recognises the importance of dealing with grievances, disputes and complaints seriously and fairly. The policy below outlines how JSAC will resolve complaints raised.
- 1.2. Our policy is:
  - To provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint
  - To publicise the existence of our complaints procedure so that people know how to contact us to make a complaint
  - To make sure everyone at JSAC knows what to do if a complaint is received
  - To make sure all complaints are investigated fairly and in a timely way
  - To make sure that complaints are, wherever possible, resolved and that relationships are repaired
  - To gather information which helps us to improve what we do
- 1.3. What is a Complaint? This is any expression of dissatisfaction, whether justified or not, about any aspect of JSAC. Any member of the coaching staff, official, volunteer, athlete and / or parent has the right to make a formal complaint regarding the conduct of any member of the Club at any time.
- 1.4. Complaints can either be informal or formal. JSAC is committed to the resolution of complaints informally whenever possible.
- 1.5. All parties to a complaint should co-operate constructively to resolve matters by informal methods wherever appropriate. It is hoped that complaints can be resolved amicably thereby maintaining, and where necessary, restoring good relations within the sport of athletics.
- 1.6. JSAC operates a Code of Conduct for all members of the coaching staff, volunteers, officials, participants, athletes and parents, who all agree to abide by the Code of Conduct when they complete their membership form. The Code of Conduct can be found on the Club website.
- 1.7. Any breach of the Code of Conduct may result in the administration of the following Complaints & Disciplinary procedures.
- 1.8. JSAC has adopted England Athletics procedures for dealing with complaints and disputes:
  - [Grievance & Disciplinary Policy for Clubs](#)
  - [Club Discipline & Appeals Process](#)
  - [Guidance for Disciplinary / Appeal Hearings](#)These have been adopted as of 18/09/2020, and will be reviewed every 2 years, or as appropriate.