



## **Complaints & Disciplinary Policy**

It is important to note that the investigation of suspected child abuse is the responsibility of the Statutory Authorities and should not be undertaken by Club Children's Officers/ Designated Liaison Person's or other organisation/club Sports Leaders.

The standard reporting procedure outlined in the Statutory Authorities guidelines shall be followed by Carrickmines Croquet & Lawn Tennis Club and adhered to by its members.

### **Recommended Procedures**

The Carrickmines Croquet & Lawn Tennis Club complaints/appeals procedure is as follows:

- A code of conduct reflecting a child centred ethos has been drawn-up, widely disseminated and returned from and applied to all Sports Leaders and members.
- On receiving a complaint, the Club shall appoint a disciplinary committee to resolve problems relating to the conduct of its members. This includes bullying.

The complaint should be in writing to the Hon. Secretary and a Club Children's Officer and will be responded to within 5 working days.

The disciplinary committee shall consist of a representative from the Club Committee, the Club Children's Officer, and ordinary members of the club.

If the complaint involves suspected abuse or a criminal offence the children's officer/designated person should be consulted, and the disciplinary committee disbanded. The statutory authorities will then be informed.

The disciplinary committee will review any relevant paperwork and hold any necessary meetings with all parties to proceed with complaints into any incident of suspected misconduct that does not relate to child abuse. It shall, as soon as possible, inform the Club Committee of the progress of the disciplinary process. This should be done within 10 working days.

The disciplinary committee will furnish the individual with the nature of the complaint being made against him/her and afford him/her the opportunity of providing a response either verbally or in writing, but usually at a meeting with the disciplinary committee.

Written confidential records of all complaints shall be safely and confidentially kept and club procedures shall be defined for the possession of such records in the event of election of new officers.

Where it is established that an incident of misconduct has taken place, the disciplinary committee will notify the member of any sanction being imposed. The notification will be made in writing, setting out the reasons for the sanction. If the member is under 18 years of age, correspondence will be addressed to the parents/ carers.

If the member against whom the complaint was made is unhappy with the decision of the disciplinary committee s/he will have the right to appeal the decision to an appeals committee (independent of a disciplinary committee). Any appeal should be made in writing within an agreed period after issue, usually 10 days of the decision of the disciplinary committee. The chairperson of the appeals committee shall be a member of the Club Committee. The appeals committee should consult with the Club Children's Officer in relation to issues of child welfare and codes of conduct.

The appeals committee will have the power to confirm, set aside or change any sanction imposed by the disciplinary committee.

If any party is not satisfied with the outcome the matter can be referred to the Provincial Branch of Tennis Ireland.

*However, efforts to resolve the issue at local level should be exhausted before the Branch or indeed the National Governing Body is engaged in attempts to resolve the matter.*

**NB. The Complaints, Disciplinary & Appeals procedure above is for Code of Behaviour Breaches as it relates to Safeguarding Children & Young People in Sport.**