



Complaints and Disciplinary Procedure

1. This Process is not intended to replace the Archery GB Disciplinary Process. However, if on receipt of the complaint, the investigating officer considers the issue to be so serious, (e.g. Safeguarding or Doping complaints) they will refer the complaint directly to Archery GB.
2. This Process is intended for use only in respect of complaints in either of these two categories:
 - 2.1. Regarding the behaviour of an archer or officer of Wymondham Archers.
 - 2.2. Regarding the policies or procedures adopted by Wymondham Archers.
3. Actions to be taken on receipt of a complaint:
 - 3.1. The complaint must be made in writing, to the Secretary of the Committee. This may be undertaken by handing the complaint form to an officer of the club or sent via e-mail directly to the Club Secretary or Chair if the complaint involves the Club Secretary, or via letter. If a telephone complaint is made, this must be followed up in writing and no action will be taken until the written completed complaint form is received.
 - 3.2. The complainant must detail precisely the nature of the complaint. If it falls into either of the categories mentioned above, the committee will appoint an independent investigator and consider appropriate action if required. If the complaint falls outside the remit of the club's jurisdiction, (Safeguarding or Doping), the complaint will be directed to the Archery GB Disciplinary Process.
 - 3.2.1. This will be decided by the Chair, or Secretary of committee if the complaint involves the Chair.
4. On Receipt of a Complaint the Committee will:
 - 4.1. Appoint an independent investigator to undertake the procedure of handling the complaint, whom will follow the process as laid down in the complaints form.
 - 4.1.1. If the complaint is about a procedure or process within the club the committee will review the procedure or process within 90 days and amend, if found needing, or as soon as reasonably practicable and at the latest at the following AGM.
 - 4.2. Handle the complaint in a timely fashion. It is anticipated that the Club's response to a complaint should be within 14 working days of the written complaint being received, and that the Committee decision should be made within 30 working days of the complaint being presented to the committee by the independent investigator.
 - 4.3. Ensure the independent investigator to considers the written complaint (and only the written complaint) and seeks written response from the person against whom the complaint is made.
 - 4.4. Ensure the independent investigator reviews the details and arranges mediation between the parties involved in an attempt to resolve the issue/s (separate complaint forms are required for individual issues).
 - 4.4.1. If the independent investigator is unable to find a mediated resolution to the issue, within 30 days, they will present the case to the committee.
 - 4.5. Where it is found necessary, following the independent investigator's report, arrange for a formal hearing to be heard. This will be arranged within 30 days from date of first presentation to the committee of the independent investigator. However, it is anticipated that most complaints under this Process will not call for a formal hearing.
 - 4.6. Exclude any member of the committee from proceedings and associated meetings if they are either a complainant or the focus of the complaint.
 - 4.7. Consider the actions to be taken.
 - 4.7.1. Generally speaking, action to be taken could be, but not limited to amendment of processes or procedures, training or re-training if involving a person or persons, and in the most serious cases, dismissal from the club.
 - 4.8. The decision of the Committee will be final.

