



Discipline and Complaints Policy

1. This Process is not intended to replace the Archery GB Disciplinary Process. On receipt of a complaint, if 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.
 - 2.3. The incidents / concerns raised could include matters relating to:
 - Foul and abusive language
 - Inappropriate gestures or behaviour
 - Potentially harassing, threatening or abusive behaviour
 - Potential racial or discriminatory language/ comments or wilful repeated breach of club safety rules Etc
3. Actions to be taken on receipt of a formal 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 email or letter directly to the Club Secretary or Chair if the complaint involves the Club Secretary. 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 precisely detail 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 Secretary, or Chair of committee if the complaint involves the Secretary.
4. On Receipt of a formal Complaint the Committee will:
 - 4.1. Appoint an independent investigator to undertake the procedure of handling the complaint, who will follow the process as laid down in the complaints form.
 - 4.2. 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.
 - 4.3. 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.
 - 4.4. Ensure the independent investigator exclusively considers the written complaint and seeks a written response from the person against whom the complaint is made.



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- 4.5. Ensure the independent investigator reviews the details and arranges mediation between the parties involved to resolve the issue/s (separate complaint forms are required for any individual issues). If mediation does not successfully resolve the issue, the investigator will present a report of the case to the committee within 30 days of receipt of the complaint.
- 4.6. 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.
- 4.7. Exclude any member of the committee from proceedings and associated meetings if they are either a complainant or the focus of the complaint.
- 4.8. Exclude themselves from proceedings and associated meetings if they cannot be impartial.
- 4.9. Consider the actions to be taken. These 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.
5. In the instance of an Incident where no formal complaint is raised the committee will:
 - 5.1. Utilise the club secretary, to act as an impartial 'fact finder', to contact the relevant parties and any witnesses to ascertain what was seen/heard. The format and process for such at this juncture can mirror the formal complaints policy. Should the matter involve the club secretary, or they are unable to act impartially, then an independent party will be appointed to act as the 'fact finder'
 - 5.2. Ensure the 'fact finder' reports their findings to the committee for their consideration. The 'fact finder' is to avoid personalised language outside of direct quotations from parties involved.
 - 5.3. Ensure if an incident / matter of concern is judged to have taken place which breaches the AGB Code of Conduct, or WA expected standards, but falls below formal disciplinary action then: Discussion with the relevant person(s) regarding their actions/ behaviour and what the expected behaviour is, will occur.
 - 5.4. In all instances there will be a follow up letter from the secretary explaining the outcome, a brief outline of the facts and a copy of relevant documents (AGB Code of Conduct, etc). The letter is also to include information detailing that a copy will be kept on file with any other documentation for 12 months and if there is a repeat of similar or other behaviour then the committee may consider further action, which may include a final written warning, or dismissal (termination of membership) from the club.
6. The decision of the committee will be final.