

## NIDD VALLEY ROAD RUNNERS – COMPLAINTS AND GRIEVANCE PROCEDURE

Nidd Valley Road Runners take seriously its responsibilities towards members and visitors in ensuring that we provide a safe, inclusive, and equitable environment for all. We welcome constructive interaction with members and others and recognise that on occasion individuals may wish to register a complaint or grievance and, in such cases, we will follow the procedure set out below.

### POLICY

It is club policy that this procedure will be adopted in a manner so as to make those wishing to register a complaint or grievance to feel they may do so safe in the knowledge it will be dealt with fairly. They should feel free to raise their concerns without fear of victimisation or reprisal, therefore, we aim to ensure that:

1. A complaint or grievance is treated seriously
2. It is dealt with promptly, politely and where appropriate, informally
3. The response is appropriate, for example with an explanation, an apology when we have got things wrong or a clear explanation of any future action to be taken
4. We learn from complaints and use them to improve our service to our members
5. All complaints will be handled sensitively, informing only those who need to know and following any relevant data protection requirements

### STAGE 1 COMPLAINTS

Complaints concerning the behavior, welfare or action of a club member or a person acting on behalf of the club should:

- Be brought to the attention of the Welfare Officer and/or Secretary
- Who together with an additional committee member will conduct a prompt investigation, gather the facts of the case, and where appropriate any desired outcomes
- Feed back to the parties concerned

### STAGE 2 GRIEVANCES

If any of the parties concerned are not satisfied with the proposed resolution, then they may refer the case in writing as a formal grievance to the committee, via the Chair, with their reasons for finding the resolution unsatisfactory.

The Chair will convene a committee meeting within 21 days (or sooner depending on the nature of the grievance) and may invite others to give their version of events if appropriate. The meeting will consider the facts as presented and propose a resolution to the parties concerned.

The outcome of the investigation and any appropriate next steps will be recorded in the committee minutes and the aggrieved individual will be formally notified in writing of the outcome. The Complaints and Grievances Log will be updated by the Secretary. We will ensure that any details recorded in the log are in accordance with GDPR guidelines.

If the complaint involves the Chair, then a member of the committee will be appointed to oversee the procedure in place of the Chair.