



Appendix 18

Complaints and Disciplinary Process

In the event of a dispute or a complaint by a member of Sligo Tennis Club this is the procedure to follow when reporting concerns. This process does not cover any Child Welfare concerns. All child welfare concerns are governed by the Code of Ethics and Good Practice for Children's sports and Safeguarding and should be reported to one of the Children's Officers.

Sligo Tennis Club is governed by the following principles;

Memorandum & Articles of Association.

Code of Ethics and Good Practice for Children's Sport.

Child Protection Policy – Sligo Tennis Club

The principal steps outlined in the Code of Ethics (chapter 3 Policy and procedures) are as follows:

- A complaint must be put in writing to the Club Administrator or one of the children's officers.
- Upon receiving a written complaint it shall be forwarded to the Club President. The club President will appoint a disciplinary committee. The disciplinary committee should consist of a representative from the Management Committee, a Children's Officer and an ordinary member of the club.
- The written complaint should be responded to within 5 working days. (Ideally by the president)
- 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 should review any relevant paper work 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 should, as soon as possible, inform the Management Committee of the progress of the disciplinary process. This should be done within 10 working days.
- The disciplinary committee should 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 should be safely and confidentially kept and club procedures should 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 should notify the member of any sanction being imposed. The notification should be made in writing, setting out the reasons for the sanction. If the member is under 18 years of age, correspondence should be addressed to the parents/guardians.
- If the member against whom the complaint was made is unhappy with the decision of the disciplinary committee s/he should 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 should be a member of the Management Committee. The appeals committee should consult with the Children's Officer in relation to issues of child welfare and codes of conduct the appeals committee should 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 Governing Body. However efforts to resolve the issue at local level should be exhausted before the Governing Body is engaged in attempts to resolve the matter