



Cheer Athletics Telford

Complaints Policy

Cheer Athletics Telford aims to hold itself to the highest standards and as such if a member of staff, athlete or parent carer has a complaint or concern they should use this policy to do so. The following sets out the process of complaint and what the complainant should expect if they complain or express concerns to

Reporting a Complaint/Concern

Stage 1

Any concerns or complaints should be communicated to the team coach to bring about a quick resolution without the need for formal procedures to take place. If the individual raising the concern is not satisfied with the response from the team coach, they should then move to stage 2. We would expect that most concerns or complaints will be dealt with effectively at this stage.

Stage 2

If stage 1 does not bring about resolution the complainant should then contact the Programme Director with the concern or complaint. If this cannot be sorted informally at this stage, then the complainant should then move to stage 3.

Stage 3

Stage 3 is the start of the more formal process of complaint. A complaint must be in writing and must be filed within 21 days of the alleged incident. Complaints should be submitted to: jonathan@cheerathletics.uk or Telfordinfo@cheerathletics.uk A verbal complaint will not be considered a complaint.

A Complainant wishing to file a complaint outside of the 21 days must provide a written statement giving reasons for an exemption to this limitation. The decision to accept or deny the complaint outside of the 21 days will be at the sole discretion of the Programme Director or assigned case manager. This decision cannot be appealed. Resignation or lapsing of membership after a complaint is filed does not preclude disciplinary proceedings being pursued under this policy.

Upon receiving a complaint, the Programme Director or case manager will review the complaint to determine validity and required next steps. Upon the receipt and review of a complaint. The Case Manager has a responsibility to:

- a) determine whether the complaint is within the jurisdiction of this Policy or frivolous;
- b) appoint the Disciplinary Panel, if necessary;
- c) co-ordinate all administrative aspects and set timelines;
- d) provide administrative assistance and logistical support to the Disciplinary Panel as required; and
- e) provide any other service or support that may be necessary to ensure a fair and timely proceeding.

If the case manager determines the complaint is:

- a) Frivolous or outside the authority of this Policy, the complaint will be dismissed immediately; or b) Not frivolous and within the authority of this Policy, the Case Manager will notify the Parties the complaint is accepted and the applicable next steps.

The Case Manager's decision to accept or dismiss the complaint may not be appealed.

The Case Manager will establish and adhere to timeframes that ensure procedural fairness and that the matter is heard in a timely fashion. After notifying the Parties that the complaint has been accepted, the Programme Director/Case Manager will first, propose a face-to-face meeting to resolve the dispute. If the dispute is not resolved or the parties refuse the face-to-face meeting the case manager will then work with the complainant to investigate the complaint. They will also inform the complainant the time by which they can expect a reply. This will be as soon as is possible and will be dependent on the nature of the complaint.

The programme director or case manager will carry out the investigation to collate all the necessary information. Once the investigation has been completed the case manager will contact the complainant to invite them to a meeting to discuss the

findings. If the complainant refuses the opportunity of a face-to-face meeting the programme director or case manager will write to the complainant with the outcomes of the investigation. This will inform the complainant how the investigation was carried out, what the outcome is and what the next steps are regarding the complaint.

The outcome of the investigation is final and cannot be appealed.

If the complaint is considered to be a child protection issue then the complaint will be dealt with using the Child Protection and Safeguarding Policy.

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