



CALDY BOWMEN ARCHERY CLUB
COMPLAINTS AND DISCIPLINE POLICY
Version 1.0

Complaints and Discipline Policy

1. Any person wishing to raise a concern about a member of the Caldby Bowmen Archery Club ('the Club') is encouraged to raise the matter informally with the member concerned in the first instance¹.
2. Any person wishing to raise a concern about the policies, procedures, operation or running of the Club is encouraged to raise the matter informally with the Chair, Secretary or other appropriate Officer.
3. Where the raising of a concern informally does not resolve a matter or where the issue is of a more serious nature² or the person raising it does not feel comfortable in raising it informally then a formal complaint may be made in accordance with the following Complaints procedure.

Complaints

4. A complaint should be made in writing to the Secretary (or, if the complaint concerns the Secretary, to the Chair, in which case subsequent references to 'the Secretary' should be read as 'the Chair'). The Complainant must identify themselves in the complaint; no anonymous complaints will be considered. The Complainant may request that their name be withheld except from essential persons³. The Complainant should indicate within their written complaint what redress they are seeking.
5. All complaints should be taken seriously.
6. On receipt of a complaint, the Secretary will acknowledge receipt of it to the Complainant and inform the person about whom the complaint has been made ('the Respondent') that a complaint investigation will take place. Both parties shall also be provided with a copy of this Policy.
7. The Secretary, in consultation with the Chair (unless the Chair is the Respondent) shall appoint an Investigator to look into the complaint. This will normally be another member of the Club Committee or the Welfare Officer (if that individual is not a member of the Committee). The Investigator should not already have been involved in the matter or related to the Complainant or the Respondent. If the complaint is about the running of the Club and therefore pertinent to the

¹ Where a minor is concerned, a parent or guardian may raise a concern or a complaint on their behalf.

² Allegations relating to safeguarding should instead be referred to the Club's Welfare Officer who may be required to report the allegation to Archery GB for their investigation.

³ Essential persons are normally: the Secretary, the Chair, the Respondent, the person investigating the complaint. Witnesses will only be informed of the name of the Complainant if it is necessary for them to know this to give their testimony.

Committee as a whole, an Investigator may be appointed from within the wider membership of the Club or, exceptionally from another local Club.

8. The investigation should normally take the following format:

- a) The Investigator invites the Complainant to provide any additional information in support of their complaint. This may include a meeting, telephone or video conversation or email correspondence between the Investigator and the Complainant⁴.
- b) The Investigator gathers any additional information required, including from any witness named by the Complainant. This may include a meeting, telephone or video conversation or email correspondence between the Investigator and any witness.
- c) The Investigator provides the Respondent (or the Committee should the complaint relate to the operation of the Club) with the written complaint from the Complainant and any additional information provided by the Complainant and their witnesses.
- d) If the complaint relates to an individual, the Respondent may then choose how they wish to respond to the Investigator. This may include a meeting, telephone or video conversation or email correspondence between the Investigator and the Respondent⁵. The Investigator gathers any additional information required, including from any witness named by the person concerned. This may include a meeting, telephone or video conversation or email correspondence between the Investigator and any witness.
- e) If the complaint is about the running of the Club, the Investigator may request any relevant information from the Chair, Secretary or any other Officer and may also choose if they wish to meet with the Committee or part of the Committee as a whole.
- f) On completion of the investigation, the Investigator shall submit a written report to the Chair and Secretary, with a copy to the Complainant and the Respondent. The report shall set out the nature of the complaint, the nature of the information gathered during the investigation (including from any witnesses) and a recommendation of the Investigator which shall be either:
 - i. That there is no substantive evidence to support the complaint; or
 - ii. That there is scope for the matter to be resolved informally' or

⁴ The Complainant has a right to request to be accompanied by a friend or representative for any meeting, telephone or video conversation.

⁵ The Respondent has a right to request to be accompanied by a friend or representative for any meeting, telephone or video conversation.

- iii. There is evidence to suggest that disciplinary action may be appropriate.
9. If the recommendation of the Investigator is that there is no substantive evidence to support the complaint, the Chair and Secretary shall not normally take any further action other than to inform the Complainant that the complaint is considered closed. However, if the Investigator has determined that the complaint was made maliciously, that any person interviewed has been deliberately untruthful or that evidence has been falsified, the matter may be referred to a Disciplinary Panel.
 10. If the complaint relates to the operation of the Club and the Investigator has found it to be wholly or partially justified or has made other recommendations e.g. changes to policy or procedures, the Chair will normally submit the Investigator's written report to the Committee for consideration (redacted if the Complainant requested the withholding of their name). The Committee should normally meet within two weeks and the outcome of its discussion of the report should be provided promptly to the Complainant and the Investigator by the Secretary. Any agreed changes to policy or procedure shall be communicated to all members of the Club.
 11. If the complaint relates to a member of the Club and the Investigator has found it to be wholly or partially justified, the Chair shall request the Committee to set up a Disciplinary Panel under the following procedure.

Disciplinary Panel

12. In accordance with Archery GB guidance, the Committee shall appoint a Disciplinary Panel ('the Panel') of three people to hear the complaint and the response. These people should be independent of both sides of the concern/dispute and should not be members of the Club. Throughout the process, it must be fair and transparent to all parties involved
13. The Panel should set a date for a Disciplinary Hearing ('the Hearing') as soon as possible. The date should be agreed with the Respondent and, if possible, with any witnesses. The Respondent must be given the opportunity to attend the Hearing and may be accompanied by a friend or representative.
14. In advance of the Hearing, the Panel and the Respondent should be provided with the written complaint, the Investigator's report and all evidence gathered during the Investigation. The Respondent should also be provided with a copy of this Policy. .
15. A Club Representative, (who is not the Complainant) should present the complaint to the Panel at the Hearing. This will normally be the Investigator.

16. The Respondent must be given the opportunity to respond to the complaint at the Hearing.
17. Where possible, the Panel should give their decision as to whether the complaint has been upheld on the day of the hearing and if appropriate to do so, impose a suitable sanction. For guidance on sanctions, the Panel should refer to the Archery GB Disciplinary Policy (Part 4).
18. If the decision cannot be given on the same day, the Respondent should be informed of the decision within seven days of the Hearing.
19. A written confirmation of the decision and any sanction shall be provided to the Respondent within seven days of the Hearing.
20. The Panel should keep a record of:
 - The disciplinary Policy and/or Procedure that the Panel followed.
 - Any decision(s) made.
 - The reasons for that decision(s).

Appeal Procedures

21. If there is to be a sanction, there should always be a right of appeal, however, this right should be time limited (and should normally be 14 days). The Respondent must be made aware of the right of appeal and the time limit.
22. If there is an appeal, the Club should appoint three new people, independent of the previous Disciplinary Panel, to form an Appeal Panel to hear the appeal. As with the Disciplinary Panel, these people must be independent of both sides of the concern.
23. The Appeal Panel will determine what action, if any, should be taken. An appeal can be against either the original decision or the sanction. The Appeal Panel should refer to the Archery GB Disciplinary Policy (Part 5) to decide if it is dismissing, upholding, or amending the original Disciplinary Panel decision.

Further Right of Complaint

24. Should either the Complainant or the Respondent remain dissatisfied with the final outcome, they shall be entitled to raise a complaint with the Cheshire Archery Association.