Bicester Athletics Club Complaints Procedure.

Bicester AC is committed to providing high quality services in all areas of operation. We recognise that sometimes people may be dissatisfied with our services and/or may feel we have not treated them fairly and that they may wish to formally complain. Concerns and complaints will always be taken seriously; they will always be explored thoroughly and responded to in good time. We realise the learning opportunity presented by complaints to allow us the opportunity to put things right. The complaints system is designed to give us the opportunity to consider the matter and to respond accordingly, depending on the nature of the complaint. Bicester AC recommend that in the first instance you take up the issue with the individual concerned. This is often the most straightforward way of resolving a matter.

Complaint Definition

We consider a complaint to be an expressed view that we have failed to perform or deliver a service that people can reasonably expect Bicester AC to provide. For example, this might be an expressed dissatisfaction about a policy, action, lack of action, or service provided either directly or indirectly by Bicester AC. “We” in this context is any person acting for on behalf of Bicester AC.

Complaint Investigation Principles

- Complaints will be investigated seriously, objectively and promptly.
- We will endeavour to resolve complaints without the need for external intervention.
- Club staff will not investigate complaints about their own actions.
- Complainants will be treated fairly and no one will be discriminated against because they have complained.
- The complaint investigation process we will aim to resolve the complaint and to prevent it escalating.
- This complaints procedure will not be used while legal action regarding the same issue or closely related matter is being undertaken, as the legal process takes precedence. In such circumstances Bicester AC will either not start or suspend their own investigations.

Safeguarding

Where a complaint has been referred to the local authority under its safeguarding procedures, the local authority safeguarding procedures take precedence over Bicester AC procedures. In such circumstances the matter will be flagged by Bicester AC to UK Athletics complaint procedures. UK Athletics will implement its own investigations once the local authority process is complete.

BICESTER ATHLETIC CLUB

Founded 1982
www.bicesterac.co.uk

How to make a complaint.

A complaint must be made within 14 days of the date of the event being complained about or as soon as the complainant became aware of the matter to be complained of. Exceptions may be made where there are justifiable reasons which prevented the complaint being made earlier. Complainants can expect to be contacted within 2 working days of a complaint being submitted and frequency of ongoing contact agreed on a case-by-case basis. Bicester AC will seek to resolve complaints within 2 calendar months.

A complaint can be submitted by sending an email to Emma Garside Bicester AC Welfare/Safeguarding officer - emmajanegarside@gmail.com.
If the Lead Welfare officer is implicated, then the complaint should be referred to Bicester AC Chairperson.

To enable the complaint to be dealt with by the most appropriate process, please include as much factual information as possible:

- Nature of the complaint
- Date of event in question
- Witnesses to the event in question
- Any evidence the complainant will be relying on
- Contact details of complainant
- Preferred means of contact for complainant eg telephone/email
- Efforts made, if relevant, to resolve the complaint via an informal resolution route

Emma Garside
Club welfare/safeguarding officer
November 19

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