



Complaints policy

Purpose

To be clear on how complaints are managed within the club.

Principles

- When things go wrong, we want members of the club to understand how they can complain and what will happen with those complaints.

Initial complaint

If you are concerned about the safety or well-being of one of the club members you should refer to the club's safeguarding policy in the first instance. This also applies to concerns about the behaviour of adults within the club towards junior members.

If you are unhappy with a situation or event at the club, we would ask that in the first instance you talk to the coach or committee member who is present as soon as possible. In this situation our primary focus would be on to sort out what has gone wrong straight away so that everyone can continue with the practise.

Follow up

If, following your initial complaint, you are unhappy with the resolution offered or feel that you have still not been fairly heard, then please contact the club chairman by email: info@worthingvolleyballclub.co.uk

In your email please explain what has happened to cause you to complain any contact you have had with coaches or committee members and any resolutions offered and why they may not be appropriate. As we are a voluntary, amateur sports club we cannot always give a time scale to respond to these emails, but will endeavour to do so within one week. The club chairman will investigate the complaint, speak to the parties concerned and come to a decision. Where appropriate they may also refer to club policies, such as the selection and playing time policy, for guidance. They will reply to the initially email detailing these actions and the outcome.

The club chairman's decision is final.