



COMPLAINTS & DISCIPLINARY PROCEDURE

(November 2025)

Hartlepool Sportability Club (Charity No. 1057160)

Website: www.hartlepool sportability club.co.uk

INTRODUCTION

Hartlepool Sportability Club aims to provide a safe, respectful, and enjoyable environment for all members, volunteers, coaches, and visitors.

We recognise that from time to time concerns or issues may arise, and this procedure sets out how complaints will be handled and how disciplinary matters will be managed fairly and transparently.

The Club is committed to resolving issues quickly, informally where possible, and always with dignity and respect for everyone involved.

OUR PRINCIPLES

This procedure is based on the following principles:

- Fairness and impartiality
- Confidentiality
- Respect for everyone involved
- Clear communication
- Timely resolution
- Right to be heard
- Right to appeal

WHAT CAN BE RAISED AS A COMPLAINT?

Complaints may relate to:

- Behaviour of a member, volunteer, or coach
- Conduct during activities or events
- Safety concerns
- Breaches of the Code of Conduct or club policies
- Discrimination or exclusion
- Concerns about how club rules are applied
- Issues regarding communication or administration

All complaints will be taken seriously, regardless of the nature or who raises them.

RAISING A COMPLAINT

Complaints can be raised by members, carers, parents, volunteers, or visitors.

They can be submitted in any of the following ways:

- Speaking with a coach or volunteer after a session
- Emailing the Club Secretary
- Submitting concerns through the club's online contact form
- Raising the matter in writing to the Committee

Where possible, the Club encourages informal discussions first so that small issues can be resolved quickly.

Complaints Contact:

Glynis Hansen (Secretary)

hartlepoolsportabilityclub@gmail.com

Headland Sports Centre, Union Street, Headland, Hartlepool, TS24 0AB

www.hartlepoolsportabilityclub.co.uk

INFORMAL RESOLUTION

Where appropriate, we will first attempt to resolve issues informally.

This may involve:

- A conversation between the parties involved
- Mediation by a coach or committee member
- Clarification of rules or expectations
- A calm discussion to address misunderstandings

Most concerns can be addressed quickly through open, respectful communication.

FORMAL COMPLAINTS PROCEDURE

If the matter cannot be resolved informally, or if the issue is serious, the complaint will move to a formal stage.

A formal complaint should include:

- Name and contact details of the person raising the concern
- Details of what happened
- Dates, times, and people involved
- Any supporting information or witnesses
- What outcome or resolution is hoped for

The Committee will acknowledge the complaint and begin investigating as soon as possible.

INVESTIGATION PROCESS

The Committee will:

- Review the complaint objectively and confidentially
- Speak with those involved
- Collect any relevant information or statements
- Consider club policies, safety requirements, and the Code of Conduct
- Make a fair and reasonable decision based on findings

All parties will be treated with respect throughout.

OUTCOMES OF A COMPLAINT

Possible outcomes may include:

- Explanation, apology, or clarification
- Reminders of expectations or policies
- Mediation between parties
- Adjustments to club procedures
- No further action (if complaint is unfounded)
- Disciplinary action (outlined below)

The outcome will be communicated to the complainant in writing.

DISCIPLINARY ACTION

If a member, volunteer, or coach has breached club rules or behaved in a way that puts others at risk, disciplinary action may be taken.

Actions may include:

- Verbal warning
- Written warning
- Temporary suspension from club sessions
- Conditions for continued participation
- Permanent removal of membership (in serious or repeated cases)

The Committee will always consider the nature of the incident, any previous issues, the safety of others, and the wellbeing of all involved.

RIGHT TO APPEAL

Anyone subject to disciplinary action has the right to appeal.

Appeals should be submitted in writing to the Committee within 14 days, stating:

- The reason for the appeal
- Any additional information to be considered

The Committee will review the appeal and provide a final decision.

Appeals will be handled fairly, sensitively, and as promptly as possible.

CONFIDENTIALITY

All complaints and disciplinary matters will be handled confidentially. Information will only be shared with those who need to know in order to resolve the issue safely and fairly.

REVIEW AND LEARNING

The Committee will review complaints regularly to:

- Identify recurring issues
- Improve policies or procedures
- Enhance member safety and wellbeing
- Strengthen communication and training

CONTACT FOR COMPLAINTS & DISCIPLINARY MATTERS

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