



Sidmouth Cricket, Tennis and Croquet Club

Complaints & Grievances Policy

1. Purpose

This policy is to document how Sidmouth Cricket, Tennis and Croquet Club (SCTCC) will handle Complaints and Grievances, including breaches of Club rules and Code of Conduct. It is designed to ensure fairness, consistency and transparency.

2. Scope

This policy applies to all SCTCC Members, Parents/Carers, Players, Volunteers, Coaches, Officials, Staff, Visitors and Trustees.

It establishes a framework for concerns, complaints or grievances to be raised and reviewed.

3. Principles

- Everyone has the right to be heard, and to be treated fairly and impartially.
- Issues should, wherever possible, be resolved informally before progressing to formal procedures.
- Safeguarding concerns will always take precedence and are to be referred to the Section Welfare Officer, Club Welfare Officer or statutory agencies as required.
- All complaints will be taken seriously and confidentiality will be maintained - except where disclosure is necessary for a proper and fair investigation, or to protect welfare.

4. Informal Resolution

- Minor disputes or concerns should be raised directly with the relevant coach or captain, or line manager. Many issues can be resolved at this stage with appropriate dialogue.
- If disputes or concerns remain, then the issue should be raised with the Section lead (Section Chair or his/her deputy). Many complaints can be resolved at this stage without formal action.

5. Grievance Procedure (Formally Raising a Concern)

- If the issue or complaint is not resolved, or is of a serious or repeating nature, a Grievance should be escalated to the Chair of the Operational Management Committee.
- The complaint / grievance should be submitted in writing. The complaint should set out the incident(s), date(s) and Person(s) involved.
- The OMC Chair (or delegate) will acknowledge receipt within **7 days** and confirm the next steps. A meeting may be arranged to discuss the grievance.
- The Person(s) involved (respondent) will then receive written notice of the complaint, and their right to respond and/or attend a meeting.
- An initial review will be undertaken – organised by the OMC Chair (or delegate). Evidence will be gathered. This may include statements from the complainant, the member, member of staff etc., and any relevant witnesses. Relevant evidence may also include correspondence, reports, CCTV etc.



- This initial review will decide if the complaint / grievance requires:

A) Informal resolution, e.g. a quiet word, mediation, apology

or

B) Formal Disciplinary Procedures to be instigated in order to deal fairly, consistently, and transparently with the complaint or grievance.

6. Disciplinary Procedures

- If the SCTCC Disciplinary Policy is to be instigated in respect of the Person(s) involved (Respondent), this is to be confirmed in writing by the OMC Chair (or delegate) within **7 days** of this initial review.

For further details please cross refer to:

- **SCTCC Disciplinary Policy and Procedure (Members & Volunteers)**
- **SCTCC Employment Policy**

7. Confidentiality & Records

- All complaints and grievances will be treated confidentially, and records will be securely held by the OMC Secretary for a minimum of 3 years

Approved by the SCTCC Trustees

Date of Approval: 31st March 2026

Review Date: Bi-Annually or as required