



Scottish Charity Number SC046135

Complaints Procedure

Ellon Rugby views complaints as an opportunity to learn and improve for the future, and assures the person or organisation raising the complaint that the matter has been taken seriously and dealt with in a fair manner.

1. Purpose of the Procedure

- 1.1 The purpose of the complaints procedure is to ensure that:
- (a) The complainant has an easy accessible, straightforward means of making formal representation to the Trust, which offer prompt action and speedy resolution of complaints;
 - (b) The complainant is confident that his/her complaint is being dealt with effectively and fairly, even if the outcome is not to his/her complete satisfaction;
 - (c) The Trust uses complaints positively and takes subsequent action to maintain and improve the Club's performance and responsiveness;
 - (d) The Trust demonstrates that it does care and considers the procedure as an important aspect of the Club's ethics.

2. Definition

- 2.1 An informal complaint is an initial approach by a member of the public or a Club member to the Trust outlining dissatisfaction with some aspect of the Club or Trust's service or actions. Such approaches are likely to be made in person or by telephone and occasionally in writing.
- 2.2 A formal complaint is an expression of dissatisfaction with the action or lack of action taken by the Trust, on a matter which has previously been raised by a member of the public or the Club and where he/she remains dissatisfied with the response received.

3. Confidentiality

- 3.1 All complaint information will be handled sensitively, shared only with those who need to know and following any relevant data protection requirements.

4. Categories of Complaint

- 4.1 The following are categories of complaint, which indicate in general terms the range of complaints that fall within the procedure.
- (a) Dissatisfaction with the way that Trust policies are being carried out.
 - (b) Complaints regarding Trustee actions of individual Trustees in dealing with Trust matters.

5. Initial Stages

- 5.1 Club Officials or Trustees will deal with initial approaches from the public or Club members and attempt to resolve their concerns. Such approaches are likely to be made in person or by telephone and, less frequently, in writing.
- 5.2 Often such approaches are not a complaint but a request for action, information or reporting a problem. When identified as such, it should be actioned by Club Officials in the normal way, or referred to the relevant Trustee for action to be taken.
- 5.3 It may well be possible to provide information or arrange action which will satisfy the complainant. At this stage, the emphasis should be on resolving the complaint whenever possible.

6. Formal complaint

- 6.1 This stage will come into operation when the complainant clearly indicates that he/she remains dissatisfied with the club official or Trustee's previous response on an issue which falls within the remit of the procedure. Written details of the complaint will be accepted as a formal complaint provided the matter has first been raised at Trustee level, but has not been resolved to the satisfaction of the complainant.
- 6.2 All formal complaints will be addressed by the Chairman/woman, who will acknowledge receipt of the complaint within 14 days wherever possible. A full reply to the complaint would normally be provided within 28 days wherever possible.

7. Further Stages

- 7.1 It is hoped that the vast majority of complaints would be resolved in these two stages. However, for any which remain unresolved, a further stage is available. If the complainant is still not satisfied, the complainant can request that his/her complaint is put before the board of Trustees.
- 7.2 If the complaint is put before the Board of Trustees, an investigating committee will be formed consisting of a minimum of 3 Trustees. This investigating committee will generate an investigation report that will be shared with the full board of Trustees for consideration and any findings or recommendations will be discussed in a closed Trustee meeting. The findings

of Trustees will be shared with the complainant. The decision taken at this stage is final, unless the Board decides it is appropriate to seek external assistance with resolution.

8. Variation of the Complaints procedure

- 8.1 The board may vary the procedure for good reason. This may be necessary to avoid a conflict of interest, for example, a complaint about the Chair should not also have the Chair as the person leading a stage 2 review.

Adopted on: 18th August 2017

Last reviewed: 18th August 2017