



AUGUST 2019

LETTERKENNY BLAZE BASKETBALL CLUB LTD COMPLAINTS, DISCIPLINARY, DISPUTE RESOLUTION AND APPEALS POLICY

Letterkenny Blaze Basketball Club LTD is fully committed to safeguarding and promoting the wellbeing of all its members. The Club believes that it is important that members, coaches, committee members and parents* associated with the club should, at all times, show respect and an understanding for the safety and welfare of others. At times however, complaints, discipline issues or disputes may arise. In this instance the following guidelines should be followed:

- In Letterkenny Blaze Basketball Club all complaints will be dealt with in strict confidence and by as few people as possible.
- Complaints received by text message or other forms of social media are not acceptable. Complainants will be advised to refer to the Blaze Club's complaints procedure.
- Anonymous complaints or correspondence are discouraged.
- In the case of complaints, disputes or discipline issues Letterkenny Blaze Basketball Club recommends that all issues should first be brought to the attention of the person/people to whom there is a concern. It is hoped that by doing this, concerns can be resolved with minimal intervention which also prevents unnecessary escalation of issues.
- It is advised that any approach in relation to a concern or dispute be done so in private and not in the presence of players/coaches/parents/committee members. If needed, an appointment should be made to meet to resolve the concern.

If complaints, disputes or discipline issues are not resolved, please follow the steps below:

1.0 COMPLAINTS

1. A list of people to whom a complaint can be made is listed on the Club's website. A complaint can be made to the Club Chairperson, Secretary or Grievance Committee, which is independent of the Club's Management Committee.
2. Members of this Grievance Committee shall be impartial and if any conflict of interest arises member/s shall withdraw from the process. As stated above it will be expected that all issues should first be brought to the attention of the person/people to whom there is a concern before a formal complaint is made and the complaint procedure followed.
3. The Grievance Committee will consult with the Children's Officer in relation to issues of child welfare and Codes of Conduct or refer any safeguarding issue to the Children's Officer and /or Designated Liaison Person (DLP).
4. The complainant is advised that when making a complaint that the complaint should be put in writing and that a copy of the complaint will be given to the party being complained about.
5. The party about whom the complaint is made will be given a copy of the complaint and asked for their response in writing within 10 days and told that their response will be given to the complainant.

*Parents refers to Parent, Guardian or Carer throughout this policy

6. Both parties will be asked if they wish to have a hearing and if they wish to attend in person or be represented by anyone. If a hearing is called, a date and time for the hearing will be fixed with agreement of both parties and heard in a timely fashion.
7. The person or persons nominated by the Grievance Committee to hear the complaint should be notified to the parties concerned.
8. If no hearing is required then the matter can be decided on the basis of the written submissions.
9. If a hearing is required, the decision made, and the outcome, will be communicated in writing to all parties as soon as possible.
10. A confidential record of the decision will be held by the Grievance Committee. The Club Secretary will hold records of information.
11. The complainant has the right to appeal in accordance with the Club Appeal Procedure (See below).

2.0 DISCIPLINARY ISSUES

1. Every club member should be aware of the Club's Code of Conduct for Children and Young People, Parents and Coaches. (See Club Website).
2. Disciplinary issues will be brought to the attention of the Club Grievance Committee.
3. The Club Grievance Committee (independent of the Club's Management Committee) will deal with all disciplinary matters arising in the Club. Members of this committee shall be impartial and if any conflict of interest arises, that member/s shall withdraw from the process.
4. A person accused of misconduct or breach of club rules will receive the accusation in writing and can respond in writing if he/ she so wishes.
5. The Grievance Committee may arrange a meeting to hear the alleged misconduct or breach of club rules. The Grievance Committee will notify the accused party of the date and time of that meeting.
6. The person accused can attend this meeting to be heard, ask a person to be present to support them and to call evidence or witnesses on his/her behalf.
7. The Grievance Committee will consider all evidence presented whether written or oral.
8. When the Grievance Committee has considered all the evidence and reached its decision it shall communicate this in writing to the accused parties. If any consequence or penalty is imposed this will also be presented in writing.
9. The person accused should be notified of his/her right to appeal in accordance with the club rules (See Appeals Procedure).

3.0 DISPUTE RESOLUTION

1. If a dispute arises between parties within the club and this dispute cannot be resolved between both parties, then the dispute will be referred to the Club Grievance Committee to be resolved.
2. If the Grievance Committee cannot resolve the dispute, or wish to resolve the dispute, they will ask the parties involved for permission to refer the matter to a mediator.
3. If both parties agree, a mediator will be appointed. Both parties will be asked to agree to the identity of a mediator. If they fail to agree the identity of the mediator then the mediator shall be appointed by the Grievance Committee.
4. The mediator shall mediate a solution to the dispute. Any resolution will be confidential between the parties.
5. If the mediation breaks down the matter will be referred back to the Grievance Committee, Club

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- Chair and Secretary for a hearing and a final decision.
6. The decision of this committee shall be communicated to all parties in writing at the same time.

4.0 APPEALS PROCEDURE:

1. The Management Committee of Letterkenny Blaze Basketball Club will appoint three people to an Appeal Committee Panel, one of which will act as the Secretary to the group. The Appeals Committee may wish to consult with the Children's Officer in relation to issues of child welfare and codes of conduct. Any person who may have a conflict of interest or a vested interest in any matter before these committees, cannot in that instance serve on the said committee. All efforts to resolve any issue at local level will be exhausted before the Governing Body is engaged in attempts to resolve matters.
2. The Appeals Committee will have the power to confirm, set aside or change any sanction imposed by the Grievance Committee.
3. In order for an appeal to be valid it must be received in writing at the postal address (or email address) of the Letterkenny Grievance Committee within 10 days of the decision made by the Grievance Committee.
4. On receipt of an appeal, the Grievance Committee shall notify the Management Committee and the parties involved that an appeal on the decision made by the Grievance Committee has been received.
5. The Appeals Committee will be provided with copies of all paperwork relating to the matter.
6. The Appeals Committee will call a meeting to discuss the appeal and decide actions required. The Appeals Committee may if they require, set a date and time for an oral hearing with the parties involved. This may take place with both parties present, if appropriate. The Secretary of the Appeals Committee will communicate such dates to both parties.
7. The Appeals Committee shall aim to complete the investigation within 28 days. If further time is required to complete the investigation, all parties will be notified.
8. The decision of the Appeal Committee shall be forwarded in writing/ electronically to both parties. All parties involved must offer an email address to the Appeals Committee for early receipt of the decision. If requested, a written copy of the decision shall also be forwarded by post to both parties.
9. If any party is not satisfied with the outcome of an appeal, the matter can be referred within 10 days to the North West Area Board or subsequently Basketball Ireland.
10. Written confidential records of all appeals will be safely and confidentially kept, where necessary by the Club Secretary. In the event of the election of new officers such records will be handed over to the incoming Club Secretary and confirmation of this handover will be signed by both parties.

(This policy is to be reviewed on an annual basis. Next Review Date – August 2020)