

## **Maidenhead Hockey Club Complaints Process – Colts (Under 18 years old)**

### **Background**

*The action taken by Maidenhead Hockey Club (MHC), as a result of a formal complaint, will be recorded regardless of whether it is upheld.*

MHC prides itself on the quality of the coaching and care provided to players. However, if parents (or guardians for the purposes of this process) do have concerns or a complaint, they can expect it to be treated by MHC in accordance with this process.

Please note that any complaint received within one month of the end of March is likely to take longer to resolve owing to the unavailability of personnel. If any complaint is received outside of the active coaching programme time periods, it may not be practical for the MHC to adhere to the timescales stated below.

Parents can also contact the MHC officers via our website and a time will be arranged to discuss the complaint within 5 working days.

MHC coaches and officers are encouraged to resolve issues immediately or offer to refer the matter to the Club Welfare Officer.

The Club Welfare Officer is the designated MHC official with responsibility for the operation and management of the complaints process and will be informed of any initial discussion that takes place with parents.

MHC will keep a log of all complaints received, verbal or written, with the name of the complainant, the date received, the date resolved, and the actions taken. This will be held by the Club Welfare Officer.

***Safeguarding. Where the complaint is deemed to fall under the inappropriate behaviours (see <http://www.englandhockey.co.uk/page.asp?section=1783&sectionTitle=Recognising+Abuse+%26+How+to+Report+It> and under the umbrella of safeguarding then the Club Welfare Officer will investigate following England Hockey's guidance which can be at: <http://www.englandhockey.co.uk/page.asp?section=1168&sectionTitle=Safeguarding+%26+Protecting+Young+People>***

### **Stage 1 - Informal Resolution**

It is hoped that most concerns and complaints will be resolved quickly and informally. If parents have a complaint, they should normally contact the person most closely concerned with the issue; this could be the Head Coach for that age group. In many cases, the matter will be resolved straight away, by these means, to the parents' satisfaction. If the Head Coach cannot resolve the matter alone, it may be necessary for him/her to consult the Club Welfare Officer.

A written record will be made of all concerns and complaints and the date on which they were received. A resolution date will be logged. Should the matter not be resolved within 10 working days or in the event that the Head Coach and the parent fail to reach a satisfactory resolution, then parents will be advised to proceed with their complaint in accordance with Stage 2 of this Procedure. *If however, the complaint is against the Head Coach, parents should make their complaint directly to the Club Welfare Officer, Michael Clark, via [michaelclarkhockey@gmail.com](mailto:michaelclarkhockey@gmail.com) or on 07973 111683*

### **Stage 2 - Formal Resolution**

If the complaint cannot be resolved on an informal basis, then the parents should put their complaint in writing to the Club Welfare Officer.

The Club Welfare Officer will decide, after considering the complaint, the appropriate course of action to take. The Compliance Officer is likely to consult with the Chairman, Head of Colts and Director of Coaching (or equivalent).

In most cases, the Club Welfare Officer will speak again to the parents concerned, **normally within 5 working days of receiving the written complaint**, to discuss the matter. If possible, a resolution will be reached at this stage.

It may be necessary for the Club Welfare Officer to carry out further investigations. The Club Welfare Officer will keep written records of all meetings and interviews held in relation to the complaint.

Once the Club Welfare Officer, in liaison with relevant MHC officers, is satisfied that, so far as is practicable, all of the relevant facts have been established, **and within 15 working days from the receipt of the written complaint**, a decision will be made and parents will be informed of this decision in writing. The Club Welfare Officer will also give reasons for his decision.

*If the complaint is against the Club Welfare Officer, the complaint will be passed to England Hockey's Safeguarding team who will handle the matter (see Stage 3 below)*

### **Stage 3 – Escalation to England Hockey.**

If the complaint is against the Club Welfare Officer or if parents seek to invoke Stage 3 (following a failure to reach an earlier resolution), they must do so within 1 month of the decision under Stage 2. They will be referred to England Hockey's safeguarding team [via email or telephone]

MHC will then consider the matter to be in the hands of England Hockey and from this point parents should expect that England Hockey will be the lead contact.

**Parents can be assured that all concerns and complaints will be treated seriously and confidentially. Correspondence, statements and records will be kept confidential except where a legal authority requests access to them. MHC will keep a record of complaints for three years.**