

## **Northampton Road Runners – Complaints and Misconduct Policy**

### **What this Policy Covers**

This policy applies to complaints made by members of the Northampton Road Runners against the club or other members, and to the misconduct of members.

You agree to abide by this policy, together with our Code of Conduct (which is available on our website - [www.northamptonroadrunners.co.uk/about-northampton-road-runners/](http://www.northamptonroadrunners.co.uk/about-northampton-road-runners/)) when you become a member, and in continuing to be a member of the club.

### **Complaints Process**

All complaints must be made in writing, which can be by email, post or hand-delivered, and addressed to the club's management committee.

To enable us to investigate fully, we will require full details of the complaint, together with details of the member to which it relates where applicable, all times, dates, events and people involved, any documentary evidence and the preferred resolution (though we are not bound to agree to this resolution). Full objectivity and fairness will be maintained at all times.

Upon receipt of a complaint, the following steps will be taken:

- The complaint or allegation will be acknowledged within 7 days of receipt
- If the complaint or allegation is considered to be valid, then it will be investigated promptly and thoroughly by a member of the management committee who is not involved in the complaint or allegation
- If the complaint or allegation is considered to be invalid, the member will be informed of the decision in writing within 14 days
- Any valid complaint or allegation will be decided within 21 days of receipt of the initial complaint or allegation, unless additional information or time is required, or circumstances arise beyond our control, in which case the member making the complaint will be notified immediately and a new timeframe given.

If additional information is required in order to reach a decision and the complainant is unable or unwilling to provide this, the complaint may be closed and the member will be informed of the outcome.

Any decision made may be appealed in writing. The mere fact that the decision is not liked is not, in itself, grounds for appeal. Any genuine appeal, such as an objection that the investigation process has not been followed correctly or that relevant or new evidence was not taken into account, will be acknowledged within 7 days. The club secretary, together with two additional members of the club's management committee will consider the appeal and a majority decision to uphold or dismiss the appeal will be reached within 21 days. The decision of the appeal committee is final and there is no further right to appeal.

The club is a part of England Athletics. Members have the right to seek the external resolution of complaints from that organisation if they are not satisfied with the outcome resulting from this policy.

### **Misconduct Process**

Any member that fails to abide by our Code of Conduct, or who is the subject of a complaint, may have their membership suspended or terminated. We may suspend membership where the member's conduct requires investigation, in which case we will follow the procedures as set out in the complaints process above, in order to reach a decision. Any such decision will be given in writing. If membership is suspended or terminated, the member will no longer be eligible to attend any club runs, competitions or events, to use the club benefits or to represent themselves as a club member. No membership refunds will be given.

### **Confidentiality and Data Protection**

All complaints, appeals, evidence and other information gathered, held and processed under this policy will be treated with the utmost confidence at all times. Members must not discuss the matter with other members or externally, unless required to do so by law or for any other overriding reason. In any case, we should be notified of this in advance.

All personal information we collect will only be collected, used and held in accordance with the provisions of the Data Protection Act 2018, the General Data Protection Regulation 2016 and any subsequent amendments. For further information, please refer to our Privacy Policy, available on our website.

**Consumer Rights**

Nothing in this policy seeks to limit or exclude your rights as a consumer under any applicable consumer protection legislation.

**Policy Review**

This policy will be reviewed regularly and will be updated as required. This policy was adopted on 15<sup>th</sup> October 2020. This policy was last reviewed on 14<sup>th</sup> October 2020.