



## GLASGOW ARCHERS

(Registered Charity: SC052523)

## COMPLAINTS POLICY

### **Complaints Policy**

This policy tells you how to make a complaint at Glasgow Archers

This is the policy that we will follow if your complaint is about someone's conduct or behaviour. This could be because you think that someone has behaved in a way that is unsafe, unprofessional, discriminatory, offensive or intimidating. It could be because someone has broken important rules or policies.

### **Values and principles**

You have the right to complain: we take complaints seriously. You should not be harassed, bullied or put at a disadvantage because of making a complaint.

**Equality:** you should receive a proper response to your complaint, regardless of your age, gender, disability, race, religion, nationality, social status, sexual orientation or political persuasion.

**Fairness:** we believe that complaints should be dealt with fairly and openly. Unless it would put other people at risk, those affected by a complaint should have a chance to contribute and respond to any investigation.

**Safety and welfare take priority:** we will always give priority to concerns that affect safety and welfare. Issues affecting children will be treated very seriously.

**Confidentiality:** we treat complaints as confidentially as possible.

Sometimes we have to discuss complaints with other organisations. If we are worried about a risk to a person or to the public, we might need to pass on our concerns to the appropriate authorities. If necessary, we will get advice from other organisations such as the Police, Social Services or Scottish Archery.

### **How to make a complaint?**

If you have a complaint, it is often best to start by having a conversation with someone as soon as possible after the issue arises. There are some suggestions below about who to speak to. They may be able to help to resolve your problem. You could also make a written complaint. The email address for written complaints is at the bottom of this policy.

If your complaint needs to be looked into further, you will normally be asked to put your complaint in writing. Glasgow Archers accept anonymous complaints, but it may be difficult to investigate these properly.

It is easier for Glasgow Archers to effectively handle your complaint if you provide as much detail as possible.

### **Who to contact to make a complaint?**

Complaints will usually be handled by members of the Board of Trustees. Useful contact details have been included at the bottom of this policy.

- Board of Trustees: you can speak to any of our Trustees

- Child Protection and Wellbeing Officer: if you are a child, or if you are worried about the safety or welfare of a child. Such complaints and issues will be dealt with under our separate Child Protection Policy

The address for written complaints has been included at the bottom of this policy.

### **What will we do to investigate?**

#### Complaints Policy

We will give an initial response to your complaint within fourteen days wherever possible. If the matter is urgent, we will do our best to respond more quickly. We will investigate your complaint fairly. This means that we will discuss the complaint with all of the relevant people. We will try to gather any information that may be relevant to handling your complaint.

Sometimes we will ask to show copies of information from the investigation to other people to allow them to respond. This is because we believe in fairness and openness. We will not share information if we think that this will endanger someone's safety or welfare.

### **How will I know what is happening?**

You will be given the details of a person who will be your point of contact. That person will make sure that you understand the process and will help to answer any questions or concerns that you have. You will be given an update on the progress of your complaint every two-three weeks. If there are delays in handling your complaint for any reason, we will keep you informed. If your complaint leads to formal disciplinary action against someone under the separate Glasgow Archers Discipline Policy and Procedures, we will usually inform you about the outcome. We will not tell you the outcome if that person is a child, or if we believe that telling you would create a risk to other people. In this situation, we will still try to tell you about how you are affected by the action that we have taken.

### **What are the possible outcomes or results of my complaint?**

In many cases, we are able to resolve problems informally. This might include:

- A change in arrangements for particular activities

- An explanation or apology

- An agreement to communicate or act differently in future

- If an informal resolution is not suitable, then a small group of Board of Trustee members will look at the information about the case. This group will not contain anyone directly involved with your complaint. They might decide to take the following action:

- o Formal disciplinary action under the club's Discipline Policy and Procedures

- o A decision to refer the case to another organisation such as Scottish Archery, Archery GB, Police, or Social Services.

- o Closure of your complaint without action

### **If you are worried about a child's welfare, you should refer to the Club's :**

- Child Protection Officer

- Any member of the Board of Trustees

🏠 Children 1st, local Social Services, Police

Questions or queries about this policy

If you have a general query about this complaints policy, you should speak to the following person:

Name/Committee Member

Address

Contact Number/Email