

# Overton Rugby Football Club Ltd

## Issue / Complaints Procedure

### Issue/complaint taken-up with team manager

STAGE 1 Issue / Complaint either resolved at the team level or escalated

### If no solution forthcoming, issue/complaint goes to formal process

STAGE 2 Issue / Complaint enters formal review by a Complaints Team

### Formal Issue / Complaints Process

#### Introduction

This process covers dealing with all issues or complaints that are not Child Protection (Minis) or Disciplinary (Men) in nature.

Issue/Complaints Team

#### The complaints team will comprise a panel of three members:

	Men	Minis	Notes
1	Club Captain	Head Coach	
2	Team Manager	Team manager	
3	Player	Parent	Player / Parent from another team.

Issue/Complaints Meeting

A meeting of the complaints team and the complainer will take place on an 'official' basis. There will be written notice of time and venue for the meeting, and written record of the issue / complaint and the agreed action.

Agenda

The agenda for the Issue / Complaints meeting will be as follows:

The complainer to outline their complaint.

This should be followed by a discussion on how best to resolve the problem between the complaints team and the complainer.

Agreement and documentation of solution or action.

### Appeals

If the individual remains unhappy following the above process, they can appeal to the Club Chairman who will review the case.