



# Broadheath Central JFC

## Complaints and Grievance Policy and Procedure

The purpose of this Policy is to ensure that, as far as possible, grievances and complaints are investigated and dealt with in an appropriate fashion. Grievances are concerns, problems or complaints raised by a club member and must be made in writing.

However, before using the grievance procedure it is expected that a club member will try to resolve their complaint informally if at all possible. The formal stage of the procedure should only be used when the informal stage has failed to resolve the issue or is not making progress at reasonable speed.

Complaints from other parties will be dealt with in a similar manner and will be recorded and addressed as appropriate.

Complaints and grievances that have not been resolved informally should be put in writing to the appropriate Club representative. As much detail as possible should be included as well as the names and positions of those involved (if known). If possible dates and times should be included to enable a thorough investigation to be carried out.

The Club Representative will respond in writing within 5 days giving an initial response detailing what action is being taken and how long it is anticipated before a more detailed response will be given. This will obviously be dependent on the nature and seriousness of the issue (Given the part time nature of the Club and that people may not be readily available for the investigation to take place it may take longer than usual to respond formally but this will be explained in the initial response.)

Initially the **Sub Committee** of Broadheath Central JFC will review all complaints and grievances on a regular basis to ensure that the Club is maintaining a positive working environment where all concerned with the Club act responsibly and with respect towards each other.

If the aggrieved party feels that the Club's Sub Committee is not dealing with the issue in an appropriate manner then he/she should put the grievance in writing to the next tier of management within the Club (aka Chairman) explaining why they are not happy with the process..

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