



Policy on Complaints Handling

Grimsby Hockey Club Trustees

1. Purpose

The purpose of this policy is to provide a clear and transparent framework for addressing complaints made by members, volunteers, staff, or the public regarding Grimsby Hockey Club. It aims to ensure that all complaints are handled promptly, fairly, and respectfully, fostering trust and continuous improvement within the Club.

2. Scope

This policy applies to all complaints related to Grimsby Hockey Club, including but not limited to:

- Club operations and activities.
- Conduct of trustees, staff, volunteers, or members.
- Use of facilities or equipment.

Complaints of a serious nature, such as those involving safeguarding, discrimination, or illegal activity, will be escalated appropriately in line with relevant laws and regulations.

3. Principles

Grimsby Hockey Club is committed to:

- Treating all complaints seriously and with impartiality.
 - Resolving complaints in a timely and confidential manner.
 - Providing clear processes for lodging and managing complaints.
 - Using feedback from complaints to improve Club operations.
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4. Complaints Process

1. Raising a Complaint:

- Informal complaints are the most frequent and will be dealt with verbally

- If the issues continue formal complaints should be submitted in writing (email or letter) to the Club Secretary or a designated trustee.
 - The complaint should include:
 - The nature and details of the complaint.
 - Relevant dates, times, and individuals involved.
 - Any supporting evidence or documentation.
 - 2. **Acknowledgment:**
 - The Club will acknowledge receipt of the complaint within **five working days**, confirming the process and timelines for resolution.
 - 3. **Investigation:**
 - The Club will assign a trustee or an impartial individual to investigate the complaint.
 - This may involve:
 - Gathering statements from involved parties.
 - Reviewing relevant documents or records.
 - The investigation will be conducted fairly and confidentially.
 - 4. **Resolution and Response:**
 - A written response will be provided within **14 working days** of acknowledgment, unless the complexity of the complaint requires more time.
 - The response will include:
 - Findings from the investigation.
 - Steps taken to resolve the issue.
 - Any actions or changes implemented as a result.
 - 5. **Escalation:**
 - If the complainant is dissatisfied with the outcome, they may escalate the complaint to the Chair of Trustees for further review.
 - Escalated complaints will be reviewed, and a final decision communicated within **10 working days**.
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5. Safeguarding and Serious Complaints

Complaints involving safeguarding or allegations of illegal activity will be handled with urgency and referred to appropriate authorities where necessary. The Club's safeguarding policies will guide the handling of such complaints.

6. Record-Keeping

- All complaints and their resolutions will be documented and securely stored.
 - Records will include:
 - Details of the complaint and involved parties.
 - Actions taken to investigate and resolve the issue.
 - Outcomes and follow-up measures.
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7. Confidentiality

The Club will handle all complaints with confidentiality to protect the privacy of all parties involved. Information will only be shared on a need-to-know basis or as required by law.

8. Monitoring and Improvement

The Club will review complaints regularly to identify trends or areas for improvement. Lessons learned will inform changes to policies, procedures, or operations.

9. Review of Policy

This policy will be reviewed annually by the Board of Trustees to ensure its effectiveness and alignment with best practices.

This policy ensures that all complaints related to Grimsby Hockey Club are handled consistently, fairly, and respectfully, fostering a culture of accountability and improvement.

Approved by: Grimsby Hockey Committee

Approval Date: 01/05/2025

Next Review Date: [01/05/2026]