

## COOLSPORTZ complaints procedure

Adopted July 2023

Next Review: July 2025

In the event that any **member of the team, participant or visitor** that he, she or it has **suffered discrimination or harassment** in any way or that Coolsportz **policies, rules or code of conduct have been broken** they should follow the procedures below.

1. The Complainant should report the matter in writing to Neil Supperstone. The report should include:
  - (a) **details of what** occurred;
  - (b) **details of when and where** the occurrence took place;
  - (c) any **witness** details and copies of any witness statements;
  - (d) **names** of any others who have been treated in a similar way (provided that those people consent to their names being disclosed);
  - (e) **details of any former complaints** made about the incident, including the date and to whom such complaint was made; and
  - (f) an indication as to the **desired outcome**.
  
2. If the person accused of discriminatory behaviour is an employee of Coolsportz (all coaches are self employed), it will regard the incident as a disciplinary issue and will follow any disciplinary procedure set out (or if none exists) the statutory disciplinary procedure.
  
3. If the person accused of discriminatory behaviour is a non-employee of Coolsportz, then Neil Supperstone
  - 3.1 will request that both parties to the complaint **submit written evidence** regarding the incident(s);
  - 3.2 may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;
  - 3.3 may (at its sole discretion) **hold a hearing** (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;
  - 3.4 **will have the power** to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Equality Policy):
    - (a) **warn** as to future conduct;
    - (b) **exclude**, either temporarily or permanently;
  - 3.5 will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.
  - 3.5 Either party may appeal a decision of by Coolsportz (including a decision not to hold a hearing) by writing to the Coolsportz Director (if appropriate) within 3 months of the decision being notified to that party.
  
4. If the nature of the complaint is with regard to Neil Supperstone the visitor has **the right to report the discrimination or harassment** directly to the relevant **County, Safeguarding organisation or OFSTED**.

### Staying Informed

You will be contacted by the person investigating your complaint and be given contact details of the person investigating. The process for the investigation will be explained and may vary depending on the nature of the complaint. The person investigating will inform you of the outcome within 28 days of the date the complaint was made.



Signed .....

Name/Position...Neil Supperstone, Manager.....

Date.....12/7/23.....