

The Wallingford Sports Trust

Policies and procedures

11. Complaints Policy

If there is a complaint

The complainant will be encouraged to try to resolve it by discussion with the individual concerned. If that approach seems to be getting nowhere, then a complaint (with appropriate details and preferably in writing) should be made to the Sports Park Manager. If the complaint relates to the conduct of the Sports Park Manager, then it should be made to the Chairman of the Trust, or failing that, one of the Trustees.

What will be done next?

The manager will forward the complaint to the appropriate people – often likely to be one of the member clubs. If the complaint relates specifically to the Trust, then the manager will handle it him/herself.

How will complainants be kept informed?

They will be given an update on the progress of their complaint. If there are delays in handling the complaint for any reason, they will be kept informed.

What are the possible outcomes or results of a 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 the Trustees will look at the information about the case. An individual directly involved with the complaint will not be part of that discussion.
- Other possible outcomes include:
- o Formal disciplinary action under the rules
 - o Formal disciplinary action against a member of staff
 - o Changes in formal contracts or arrangements
 - o A decision to refer the case to another organisation such as the Police or Social Services.
 - o Closure of the complaint without action