



Complaints Procedure

Swindon Rangers Volleyball Club is committed to providing a positive and respectful environment for all its members. If any member has a concern or complaint, the following procedure should be followed to ensure it is addressed fairly and promptly.

1. Initial Complaint

- Any member wishing to raise a complaint must submit it in writing, detailing the nature of the complaint, the individuals involved, and any supporting evidence.
- Complaints should be directed to the Welfare Officer, who is responsible for handling and investigating all complaints in a confidential and impartial manner.

2. Investigation

- Upon receiving the complaint, the Welfare Officer will acknowledge its receipt within five working days.
- The Welfare Officer and Sole Trustee will then conduct an investigation, which may involve interviewing the complainant, the individual(s) involved, and any witnesses or relevant parties.
- A written response outlining the findings and any recommended actions will be provided to the complainant within 14 working days of the complaint being received.

3. Resolution

- If the complaint is upheld, appropriate actions will be taken to resolve the issue. This may include mediation, disciplinary actions, or other remedies as deemed necessary.
- The Welfare Officer will ensure that all parties are informed of the outcome and any steps taken to address the matter.

4. Appeal Process

- If the complainant is dissatisfied with the outcome, they may request an appeal within seven days of receiving the resolution.
- The appeal will be reviewed by an independent member and the Club Committee (if the complaint is made against a person in the Committee, they would be excluded from resolution), who will assess the case and make a final decision.

5. Complaints Against the Welfare Officer

- If the complaint is against the Welfare Officer, the complaint should be directed to the Sole Trustee and an independent member instead.

Andrei-Daniel Vatasescu-Predi
Sole Trustee
Swindon Rangers Volleyball Club