Polisi Cwyno Clwb Rygbi Llangefni

Llangefni Rugby Club Complaints Policy

1. Purpose

The Club Rugby Llangefni is committed to providing a safe, inclusive, welcoming and respectful environment for all players, coaches, volunteers, members, parents, spectators and visitors.

This procedure provides a clear process for raising, investigating and resolving complaints fairly, consistently and promptly. It also establishes an escalation pathway where concerns cannot be resolved locally.

This policy should be read alongside the Club's Constitution, Codes of Conduct, Safeguarding Policy and Welsh Rugby Union (WRU) regulations.

2. What Can Be Complained About?

Complaints may relate to:

- Behaviour of members, players, coaches, volunteers or spectators.
- Breaches of the Club's Code of Conduct.
- Discrimination, bullying or harassment.
- Poor service or administration by the Club.
- Conduct during rugby activities or social events.
- Health and safety concerns.
- Safeguarding concerns involving children or adults at risk.

Matters Excluded

This procedure will not normally cover:

- Team selection decisions.
- Match results or referee decisions.
- Matters already subject to WRU disciplinary proceedings.
- Anonymous complaints, unless they involve safeguarding or significant risk.

3. Guiding Principles

All complaints will be managed:

- Fairly and impartially.
- Confidentially where possible.
- Without victimisation of complainants.

- In a timely manner.
- In accordance with natural justice.
- With appropriate safeguarding considerations.

4. How to Make a Complaint

Informal Resolution (Preferred)

Where appropriate, individuals should first attempt to resolve concerns informally by discussing the matter with:

- The relevant coach;
- Team manager;
- Section lead;
- Club officer.

Many misunderstandings can be resolved quickly at this stage.

Formal Complaint

If informal resolution is not appropriate or has been unsuccessful, a formal complaint should be submitted in writing to the Club Secretary at Ysgrifennydd

The complaint should include:

- Name and contact details of the complainant.
- Date of complaint.
- Details of the incident(s).
- Names of individuals involved.
- Any witnesses.
- Any supporting evidence.
- The outcome sought.

Complaints should normally be submitted within **30 days** of the incident.

Complaints can be submitted via:

- Email to the Club Secretary.
- Written letter to the Club Committee.

5. Immediate Safeguarding Concerns

Important

If the complaint relates to:

- Abuse or suspected abuse of a child;
- Abuse or neglect of an adult at risk;
- Serious bullying;
- Grooming concerns;
- Sexual misconduct;
- Serious welfare concerns;

the matter **must not be investigated by the Club initially**.

The concern must immediately be referred to:

- The Club Safeguarding Officer.
- The WRU Safeguarding Team.
- Statutory agencies where appropriate.

The WRU requires all affiliated clubs to have appropriate safeguarding reporting mechanisms and to report safeguarding incidents through the correct channels. The welfare of children and adults at risk is paramount. [wru.wales], [wru.wales]

If a person is in immediate danger, contact the Police or Emergency Services.

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6. Initial Handling of Formal Complaints

Stage 1: Acknowledgement

The Club Secretary shall:

- Acknowledge receipt within **7 days**.
- Record the complaint in the Club Complaints Register.
- Notify the Club Chairperson.

Stage 2: Initial Assessment

The Chairperson and Secretary will determine whether:

1. The complaint can be resolved informally.
2. A formal investigation is required.

3. The matter should be referred immediately to:
    - Club Safeguarding Officer;
    - WRU;
    - Police;
    - Other statutory authority.

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7. Investigation Procedure

Where a formal investigation is required:

Investigating Officer

An impartial Investigating Officer shall be appointed who:

- Has no direct involvement in the matter.
- Has no conflict of interest.
- Is authorised by the Committee.

Investigation Activities

The Investigating Officer may:

- Interview the complainant.
- Interview the respondent.
- Interview witnesses.
- Review documents, emails, photographs or footage.
- Seek specialist advice where required.

Timescales

The Club will aim to conclude investigations within:

28 days

although complex matters may take longer.

All parties will be kept informed of progress.

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8. Complaint Outcome

Following investigation, the Investigating Officer will submit findings to the Committee.

Possible outcomes include:

Complaint Upheld

Actions may include:

- Informal resolution.
- Verbal warning.
- Written warning.
- Mandatory training.
- Mediation.
- Suspension from Club activities.
- Referral to WRU disciplinary processes.
- Removal from a volunteer position.
- Termination of membership (where constitutionally permitted).

Complaint Partially Upheld

Appropriate corrective measures will be implemented.

Complaint Not Upheld

The matter will be closed with reasons provided.

A written outcome should normally be issued within **14 days** of the investigation concluding.

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9. Appeals Process

If the complainant or respondent is dissatisfied with the outcome, they may appeal.

Grounds for Appeal

An appeal must be based on:

- New evidence.
- Procedural error.
- Unreasonable outcome.

Submitting an Appeal

Appeals must:

- Be submitted in writing.
- Be received within **14 days** of the decision.

Appeal Panel

The Committee shall appoint an Appeal Panel of at least three individuals who:

- Were not involved in the original investigation.
- Have no conflict of interest.

The Appeal Panel decision shall normally be final at Club level.

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10. Escalation Pathway

The escalation route is:

Level 1

Informal discussion with coach, team manager or club officer.

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Level 2

Formal written complaint to Club Secretary.

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Level 3

Investigation by appointed Club Investigating Officer.

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Level 4

Appeal Panel Review.

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Level 5

Referral to WRU where appropriate.

The WRU may become involved where matters relate to:

- Safeguarding.
- Discrimination.
- Serious misconduct.
- Integrity issues.
- Breaches of WRU regulations.

- Conduct bringing rugby into disrepute.

The WRU safeguarding framework includes case management procedures, whistleblowing arrangements, safeguarding panels and club dispute processes where appropriate. [waunarlwyd....rfc.wales], [wru.wales]

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11. WRU-Specific Requirements

In line with WRU safeguarding principles:

The Club will:

- Promote safe and inclusive environments.
- Ensure all safeguarding concerns are reported through appropriate channels.
- Maintain a trained Club Safeguarding Officer.
- Cooperate fully with WRU investigations.
- Preserve evidence and records.
- Implement temporary protective measures where required.
- Follow WRU safeguarding and disciplinary procedures when applicable. [wru.wales], [waunarlwyd....rfc.wales], [d2cx26qpfw...dfront.net]

Where a safeguarding concern exists, the Club's role is primarily to report, support and cooperate with the WRU and statutory agencies rather than conduct its own safeguarding investigation. [wru.wales], [waunarlwyd....rfc.wales]

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12. Confidentiality

All complaints will be handled confidentially as far as is reasonably possible.

Information will only be shared with individuals who need to know in order to:

- Investigate the complaint;
- Safeguard individuals;
- Comply with legal obligations;
- Fulfil WRU requirements.

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13. Malicious Complaints

Deliberately false, malicious or vexatious complaints may themselves result in disciplinary action.

The mere fact that a complaint is not upheld shall not mean it was malicious.

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14. Record Keeping

The Club Secretary shall maintain:

- Complaint records.
- Investigation records.
- Appeal documentation.
- Outcome letters.

Records will be retained securely in accordance with GDPR and Club policies.

Complaints Flowchart

Complaint Raised
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Informal Resolution Attempted
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Resolved? → **Yes = Closed**
↓ No
Formal Written Complaint Submitted
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Acknowledgement within 7 Days
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Initial Assessment
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Safeguarding Concern?
→ Yes = Immediate Referral to Club Safeguarding Officer / WRU / Police
→ No = Investigation
↓
Investigation Completed
↓
Written Outcome Issued
↓
Satisfied?
→ Yes = Closed
→ No = Appeal within 14 Days
↓
Independent Appeal Panel
↓
Final Club Decision

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Escalation to WRU (where appropriate)

This structure would be suitable for adoption by a community Welsh rugby club and aligns with the WRU's safeguarding expectations and club governance principles.