Complaints Procedure

1. Record nature of complaint on Incident Form when complaint made and ask complainer to sign. Even if they don't want to sign, still complete form and note that request to sign was declined.

2. If nature of complaint is serious i.e. Allegation of physical or indecent assault, refer matter to the police and Scottish Athletics.

3. Try to reach an amicable solution with the complainer at the time the complaint is made, and if this is achieved, note it on the incident form pass the report of the incident to the Welfare Officer immediately, or as soon as possible after alleged incident.

4. On receipt of the incident form the Welfare Officer will refer to the Police or Scottish Athletics if required then decide what action should be taken.

5. Should the Welfare Officer decide to call a meeting of the complaints committee the date and place for the meeting will be set by the Welfare Officer on as early a date as possible to suit the members of that committee. Scottish Athletics will be kept updated of developments.

6. The Complaints committee will consist of three members drawn from a group who are representative of the various elements of the club, i.e. coaches, committee member, athletes' representative, parents and Welfare Officer. This means that a complaint against any part of the club can be dealt with by a neutral committee.

7. The committee will investigate the complaint and decide on the appropriate action to take. Scottish Athletics will be kept updated of developments.

8. The decision of the committee will be intimated to all concerned within seven days of the meeting. Enclosed with the intimation will be an information sheet on the options for further procedure should any party be dissatisfied with the decision of the committee.

9. All reports and complaints will be dealt with in line with the UK Athletics/Scottish Athletics Welfare Policy and Procedures.