



# Ealing HC Complaints Procedure (Stand-Alone)

## 1. Purpose and Scope

The purpose of this procedure is to ensure that all members, parents, and volunteers of Ealing Hockey Club (EHC) have a clear, fair, and confidential process for raising concerns or making formal complaints. This procedure covers complaints that are *not* specifically addressed by other policies (e.g., selection concerns addressed in the Team Selection Policy, or safeguarding concerns which must follow the Integrated Safeguarding Policy's procedure for **Responding to Allegations** and the **Whistleblowing policy**).

## 2. Principles

- **Fairness:** All complaints will be treated impartially, and both the complainant and the respondent will have the right to be heard.
- **Confidentiality:** All details will be kept confidential, shared only with those strictly necessary for investigation.
- **Timeliness:** All steps of the process will be completed within reasonable timeframes, which will be communicated clearly.
- **Non-Retaliation:** No member will be penalised for making a complaint in good faith.

## 3. Informal Resolution (Stage 1)

In most cases, an informal approach is the quickest and most effective way to resolve issues.

- **Initial Contact:** The member should first raise their concern with the relevant **Squad Leader, Team Manager, or Lead Coach**.
- **Welfare Officer Involvement:** If the matter is sensitive, relates to welfare (e.g., bullying or Code of Conduct breaches), or cannot be resolved by the Squad Leader/Coach, the concern should be escalated immediately to the **Club Welfare Officer** (Datinder Lotay).

## 4. Formal Complaint Submission (Stage 2)

If the issue is not resolved informally or if the nature of the complaint requires immediate formal action, the complaint must be submitted in writing.

- **Submission:** The written complaint should be sent via email to the **Club Secretary** (Dale Micklewright) or the **Chairman/Director of Coaching** (Jeff Moores) and must include:
  - Complainant's name and contact details.
  - Date(s) and location(s) of the incident(s).
  - Name(s) of the person(s) the complaint is against (Respondent).
  - A detailed account of the complaint.
  - Any supporting evidence (e.g., emails, photos).
  - The desired resolution.
- **Acknowledgement:** The Club Secretary will acknowledge receipt of the formal complaint within seven (7) days.



## 5. Investigation and Resolution

- **Designated Officer/Committee:** The complaint will be forwarded to a designated **Complaints Officer** or a sub-committee of the **Club Management Committee (CMC)**, comprising at least three members who have no direct involvement in the matter.
- **Investigation:** The investigating party will:
  - Interview all relevant parties (Complainant, Respondent, Witnesses).
  - Review all submitted documentation.
  - Maintain detailed records of the investigation.
- **Decision:** Upon conclusion of the investigation, the CMC will determine if a policy violation has occurred. The decision will consider established policies, such as the **Code of Conduct for all staff and volunteers** and the principles in policies like the **Junior Participation in Adult Hockey Policy**.
- **Communication:** The decision, along with any proposed sanctions or actions, will be communicated in writing to both the Complainant and the Respondent within 28 days of the investigation being concluded.

## 6. Appeal Process

- **Grounds for Appeal:** Appeals are limited to procedural failure (the procedure was not followed correctly) or new evidence that was not reasonably available during the initial investigation.
- **Submission:** An appeal must be submitted in writing to the **Club Chairman** (Jeff Moores) within 14 days of receiving the decision.
- **Review:** The appeal will be reviewed by a different sub-committee of the CMC, or an external, independent party if required. Their decision will be final.

## Other Related Ealing HC Policies

The club currently operates with a mix of integrated and stand-alone policies, often shared via email and the club website. A core focus is on safeguarding and player development.

The main policies identified in the review include:

| Policy Area                       | Key Policies                                | Key Components and Notes  |
|-----------------------------------|---|---|
| <b>Safeguarding &amp; Welfare</b> | Integrated Safeguarding Policy              | This single document contains multiple sub-policies, including: Code of Conduct for all staff and volunteers, Responding to Allegations or Suspicions, Safer Recruitment, Anti-Bullying policy, and the <b>Whistleblowing policy</b> .                            |
|                                   | Junior Participation in Adult Hockey Policy | Outlines eligibility (minimum age 13), mandatory player assessment (physical/emotional maturity, skill level), safeguarding protocols (risk assessment for each junior, written parental consent, Coach/Safeguarding Officer approval), and game-day supervision. |
|                                   | Club Policy - Dealing with The Cut          | A process for supporting players who are dropped from a team, focusing on immediate, empathetic communication, emotional support,   |



| <b>Policy Area</b>              | <b>Key Policies</b>                      | <b>Key Components and Notes</b>  |
|---------------------------------|--|--|
| <b>Operations &amp; Conduct</b> | Team Selection Policy                    | personalised development plans, and building resilience.<br>Sets out criteria for selection and an initial process for handling concerns, starting with the Squad Leader/Coach and escalating to the Director of Coaching or Club Welfare Officer. |
|                                 | Adult Section Code of Conduct/Commitment | Covers core values and expectations for adult players, including: Playing with Pride & Unity (kit, punctuality, fair play) and Nurturing Our Community (respect, safe space, online behaviour, welfare adherence).                                 |
| <b>Other Policies</b>           | Concussion Policy                        | Mentioned as a standalone document that is updated and shared with relevant parties.   |
|                                 | Parents Guide                            | Mentioned as a standalone document for easy reference and sharing with parents.  |
|                                 | Data Protection and Privacy Policies     | Mentioned as required policies needing to be uploaded to the England Hockey Clubs Portal for compliance.   |