

Naomh Mochua Doire Nuís GAC

Derrynoose GAC Club Complaints and Disciplinary Procedure



Introduction

When minor breaches to any of the clubs policies occur, it may be appropriate to deal with such breaches as they occur. Therefore it may, depending on the level of breach, be deemed appropriate for a coach, mentor or other official to deal with such instances as they happen.

In all other cases, all incidents should be reported to the Clubs Children's Officer or directly to the Clubs Complaints and Disciplinary Committee.

This procedure will be used for the following:

- Breached to the Code Of Behaviour & Best Practice.
- Breaches to the Club Anti Bullying Policy
- Breaches to the Clubs Drug and Alcohol Policy
- Breaches to the Clubs Safety Policy

The Complaints and Disciplinary Committee comprises of the following members:

- Clubs Children Officer/Designated Person.
- One sub committee chairperson
- One underage coach
- Assistant Chairperson of Executive Committee

The aims of the club when following this procedure is as follows:

- Guarantee complete confidentiality to all concerned.
- Ensure a fair and non judgemental approach to dealing with all complaints.
- The complainant is made to feel safe and the behaviour he/she has complained about is stopped immediately, e.g. in the case of bullying.
- All complaints are documented.
- All parties are kept informed and communicated to in a timely manner on progress of the complaint.

Underage Disciplinary Procedures:

- Any breaches to the Clubs Code of Behaviour and Best Practice that cannot be resolved as the incident occurs will result in a warning being issued by the coach or mentor.
- If this misconduct is repeated, a minor sanction, e.g. time out will be issued.
- If the misconduct is repeated the child's parents/guardians will be informed.

This action is appropriate when the following actions are observed :

- Where a person has continued to offend and refuses to respond to the instructions of the coach.
- Has wilfully damaged club property or that of visiting clubs
- Where the player has brought the team or club into disrepute during training sessions or at a match home or away, or other organised club event.
- Repeated use of bad language
- Any form of bullying.
- Refusal to abide by the Clubs Code of Behaviour and Best Practice.
- The Club's Children's Officer is informed, and will contact both parents and the mentor/coach to ensure the matter is resolved and not repeated. The Children's Officer will make a decision as to whether the incident needs to be escalated to the Complaints and Disciplinary Committee.
- Follow steps 2 :Formal complaint, as outlined below.
- All incidents are documented and filed by the Clubs Children's Officer.

Disciplinary Procedure for all coaches/mentors, adult players, Club Members:

Stage 1: Informal complaint

- Derrynoose GAC Club aim to deal with all informal, verbal complaints as soon as possible. A complaint can be made to the Children's Officer, ASAP Officer or any Club Committee Member.
- The club will encourage, when appropriate that the complainant speak directly to the person to attempt to resolve the issue, and recommend that an independent person be present, e.g. Club Children Officer.
- If at this point a resolution cannot be reached, the complaint must be documented by the Club Children's Officer or a Club Committee Member and brought to the Club Complaints and Disciplinary Committee.

Stage 2: Formal complaint

- All complaints not resolved at stage 1, are escalated to stage 2 and are classed as formal complaints, are documented and must be dealt with by the Club Complaints and Disciplinary Committee.

Complaints and Disciplinary Committee.

- If the complaint is about any member of the Club Complaints and Disciplinary Committee (referred to as the Committee) then that person cannot be part of the Committee investigating the complaint.
- If the complaint is related to an underage player, a parent or guardian must accompany them at all stages of this process.
- The committee shall meet to discuss the complaint.
- The committee shall inform the person whom the complaint is about in writing. They may then provide a response in writing or verbally at a meeting of the committee. They are invited and encouraged to be accompanied by a friend or colleague.
- All stages of this process will be clearly documented and recoded and will be treated with complete confidentiality at all times.
- The following pieces of information must be captured in this documentation :
 - Detailed report of the incident with times and dates
 - Detailed report of incident from both parties, documented independently of each other.
 - Any previous incidents similar in nature to current complaint.
 - Any recommended remedial actions , e.g. apology
 - Any new behaviour expected by the club, recommendations of corrective actions.
 - Outcome of complaint investigation and timelines for implementation.
- Following the investigation of the complaint the Committee may issue any of or a combination of the following outcomes:
 - Issue warning as to future behaviour
 - Suspension from training and/or matches.
 - Suspension from club teams
 - Suspension from club
 - Expulsion from club

- If the complaint involves child abuse, the procedure for reporting allegations of child abuse shall be used as referred to the Clubs Child Protection Policy.
- The complaint shall be dealt with, in writing, whenever is practical, within two weeks of receipt of formal written complaint by the Committee.

The findings of the Complaints and Disciplinary Committee may be appealed to the Club Executive within 7 days of issue and must be done so in writing.

Signed _____

Chairperson

Signed _____

Secretary

This statement will be reviewed in September 2014