



Charity number: 1166178
www.nsvc.co.uk
Twitter: @CastleVb

Chair: Will Roberts
Secretary: Marie Barley
Treasurer: Nigel Chadwick

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Newcastle Staffs Volleyball Club Complaints/Disciplinary Procedure

Newcastle Staffs Volleyball Club is a charity and a community led, family friendly club, run by volunteers.

Whilst complaints and other disciplinary matters are rare this document sets out some guidance on how these should be handled.

In the majority of circumstances, any disputes or issues should be capable of being dealt with between the coaching staff, team manager and players at an individual team level.

The coach and team manager have initial authority to deal with such circumstances and to impose any sanctions in line with the severity of the individual situation.

Where this course of action has been exhausted, not agreed by a player, an actual complaint has been made - either by a player, spectator or coach - or where the matter was so serious it brought the reputation of the club into disrepute, the procedure below must be followed.

The issue of concern must be reported to the Club Secretary, Team Manager, Coach or any Trustee.

The report should include:-

- Details of what happened, when and where the occurrence took place
- Any witness statements and names
- Names of any others who have been treated in a similar way
- Details of any former complaints made about the incident, date, when and to whom made



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- A preference for a solution to the incident

The Club's Complaints & Disciplinary process is for an independent Trustee not previously involved to investigate the matter and make a ruling.

In line with the club disciplinary procedure the nominated Trustee will have the power to:

- Warn as to future conduct
- Suspend from membership while the incident is investigated
- Expel from membership any person found to have broken the Club's Policies or Codes of Conduct

The ruling will be made in writing and, where appropriate, be submitted to the complainant, person or persons disciplined and all other Trustees.

Any member of the club will have the right to appeal within 7 days following the decision made by appropriate Trustee. This appeal shall be heard by another Trustee who has had no previous involvement in the matter.

The outcome of the appeal investigation shall be made in writing and, where appropriate, be submitted to the complainant, person or persons disciplined and all other Trustees.

The appeal finding shall be the final decision with no further right of internal appeal.