



## Walton Athletic Club Raising Concerns Procedure

*The club recognises that athletes and or their family may have legitimate points which they wish to address from time to time with the club and its volunteers. The aim of this policy is to provide you with an informal process to follow to ensure that your concern is addressed as early as possible, to provide reassurance that your concern is being taken seriously and to guide you should you wish to take the matter further if you are dissatisfied with the initial response.*

If you have a concern the Club asks that you follow the guidelines laid out below In order to ensure your concern is handled promptly and effectively.

1. **Take a step back:** Please remember that all coaches and officials are volunteers so please take a little time to think before contacting them directly. Sometimes sleeping on an issue changes our perception of the situation.
2. **Discuss:** If you wish to follow up your concern please talk initially to the club official/coach concerned, by phone or at the track. Please always remember our coaches and officials are volunteers and the club expects mutual respect from all members. If you need to telephone the club official/coach please only call at a mutually convenient time.
3. **Think before you commit to writing:** Remember it is very easy for a text message to be misunderstood. If you feel it necessary to follow up your initial discussion in writing please email the official/coach concerned and copy in the group representative for your group.
4. **Escalation:** The concerns process is an informal procedure and if you feel your concern has not been addressed adequately, and that further discussion with the official in question would not be productive, then please contact the committee in writing, following the Complaints Procedure as found on the Club's website.
5. **Safeguarding issues:** If you believe your concern is of a safeguarding nature please contact the Welfare Officer. Note if the Welfare Officer does not agree that it is a safeguarding issue they will ask you to follow steps 1 to 4 of this process.
6. **Serious Concerns Procedure:** If you consider that your concern is of a serious nature please contact the Committee directly by email to [info@waltonac.co.uk](mailto:info@waltonac.co.uk) and follow the Club's Complaints Procedure as found on the Club's website.