



Complaints Procedure

Walton Athletic Club's Complaints Procedure is in two parts: Part A, the Concerns Procedure, covers more minor complaints (concerns) and is an informal process; Part B, the Complaints Procedure, which is for complaints of a more serious nature.

This procedure applies to all members of Walton Athletic Club (WAC) including athletes, officials, helpers or any other person who is associated with WAC.

- Notification:** In the first instance please follow the Concerns Procedure unless your complaint is of a serious nature, in which case please contact the Committee directly by email to info@waltonac.co.uk within 21 days of the alleged incident occurring. Complaints arising outside of this time period may not be considered or investigated. A formal complaint will be acknowledged within five days and we will aim to respond in full within 20 working days unless the complaint requires further investigation.
- Initial consideration:** The Committee will consider the nature of the complaint and shall decide if any formal action needs to be taken. If the Committee does not consider the complaint to be of a serious nature, the complainant may be referred to the Concerns Procedure and/or the Committee may agree an alternative course of action. If the Committee considers that formal action is required, the Committee shall set up a sub-committee, consisting of three Committee members who are not associated with the complaint (the Sub-Committee).
- Investigation:** The sub-committee will investigate the claim and shall as applicable contact all parties mentioned in the complaint and any witnesses to ascertain their version of events. The sub-committee will consider all the facts obtained and shall reach a decision based on the evidence available. The decision of the sub-committee shall be final.
- Outcome:** The complainant shall be notified of the outcome of the investigation within five working days of the conclusion of the sub-committee.
- Feedback to the Committee:** The sub-committee shall report to the Committee on the outcome and shall make recommendations which may include sanctions against any party it considers appropriate in the circumstances.
- Any follow-up action:** In the event of a formal disciplinary process, the Committee shall follow the UKA Disciplinary Code as published from time to time.
- Appeal:** An appeal against a finding of the disciplinary process shall be to an independent body to be appointed by the Committee.
- Vexatious Complaints:** If a complaint is considered "persistent" and/or "vexatious", the Committee may bring the communication to a close. **Vexatious** means a complaint instituted without sufficient grounds and serving only to cause annoyance to the receiver of the complaint; an oppressive complaint (with unjust severity); or otherwise an abuse of the procedures for dealing with complaints or conduct matters. **Persistent** means a complaint that is substantially the same as a previous complaint (whether made by, or on behalf of, the same or a different complainant); contains no fresh allegations which significantly affect the account of the previous complaint; no fresh evidence, being evidence, which was not reasonably available at the time the previous complaint was made, is tendered in support of it.

Please note: Walton Athletic Club reserves the right at any point in the process to forward the Complaint to our legal representatives who may respond on our behalf.