



Dorset & Wilts Rugby Football Union Limited

COMPLAINTS PROCEDURE D & W RFU Ltd (“the County”)

POLICY ON CONCERNS AND COMPLAINTS

This policy is written in two parts. Part 1 is intended to deal with child safeguarding issues; and here “child” is generally intended to mean someone of 18 years or under or, in the case of disability, someone under 24 years old. Part 2 is intended to deal with the resolution of concerns and complaints about competitions and other County issues.

Part 1 CHILD SAFEGUARDING PROCEDURE

This is not intended to replace the RFU’s published Policy for the Safeguarding of Young People in Rugby Union or the RFU Policy Guidelines (which should both be consulted in any event) but it outlines the important courses of action. However, the County would ask you to reflect on whether the behaviour is poor coaching practice, or if it might be dealt with as a breach of the disciplinary codes, before you invoke the following procedure:

This procedure can be found on Dorset & Wilts website www.dwrugby.co.uk

Part 2 COMPLAINTS PROCEDURE RELATING TO THE RESOLUTION OF OTHER COUNTY ISSUES

It is good to have a procedure for resolving complaints or concerns; as such a system helps the County to identify any underlying weaknesses in practice or in its administration. The County recognises that some complaints may be well-founded but also that everyone can make a mistake.

The County expects realism and honesty from all involved.

Most complaints about poor practice in coaching or administration can be resolved by a quiet word with the individual concerned. If anyone feels that the complaint should be dealt with more formally, however, this procedure must apply. The objects of this procedure are to ensure that: -

- Proper concerns are taken seriously and investigated promptly;
- The County is provided with fair representations by all involved;
- The matter is dealt with by the appropriate person; and
- The outcome is noted, and appropriate redress is provided.

Unless they are paid-up Vice Presidents of the County, individuals have no standing to make a complaint themselves and so they must raise any concerns through the Club to which they belong. If the complaint or concern is about a competition that is administered by the County then, where the competition administrator cannot resolve the dispute or objection immediately, a Club must put its concerns in writing and address them to the Secretary for the time-being of the Competitions Committee, whose contact details may be found both in the County Handbook and on the County Website: www.rfu.com/clubs/dw If the problem relates to a match then it must be received no later than 4 days after the match concerned. The Competitions Committee shall have absolute discretion to resolve any such disputes or objections as it shall think fit; and its decision shall be final and binding on all parties.

Every other complaint from a Club should come from its Secretary, must be set out in writing, must give the facts and events in a concise manner and identify any documents or other evidence. It must be addressed to the Hon General Secretary for the time-being of the County, who will:

Check that the author has the standing to complain,

Decide whether there is a cause for concern

If so, enter it in a central register; and

Appoint someone to investigate and report

The address for the Secretary is: Mr Gerald Burden 1 Mede Close Bourton Gillingham Dorset SP8 5BL

The Secretary may not necessarily deal with the complaint himself: he may well refer it to another senior officer of the County, whom he feels has the requisite knowledge or experience to investigate it.

Once you have been notified of the outcome of the complaint, if you are not satisfied with the outcome, you may ask the Secretary to refer the matter to the County President, who will decide what should happen next.

The County would expect this procedure to have been observed and followed through before anyone contacts the RFU at Twickenham about a concern or complaint.

This policy will be reviewed periodically by the Dorset and Wilts RFU Council.