



# Complaints Procedure

## Introduction

Luna already has in place codes of conduct for students, parents/carers, coaches and volunteers – for more information see our safeguarding website page (<http://www.lunaacro.com/index.php/safeguarding>). However, Codes of Conduct can only be effective if there is a disciplinary process to support them. It is essential that the club is fair and consistent and at all times.

### **The following are some options that might be considered as sanctions to all members:**

- Verbal warning
- Written warning
- Exclusion from specified number of training sessions
- Exclusion from club trips and/or competitions
- Permanent exclusion

## Procedure

In the event that any member feels that they have suffered discrimination in any way or that Luna's policies, rules or codes of conduct have been broken they should follow the procedures below:

If the matter is a child protection issue or involves anyone aged under 18 years it should be reported to the Welfare Officer or the Deputy Welfare Officer if the Welfare Officer isn't available via [welfare@lunaacro.com](mailto:welfare@lunaacro.com)

For all other complaints the matter should be referred to the owner via [fenella@lunaacro.com](mailto:fenella@lunaacro.com), if the complaint is about the owner please report it to the assistant manager via [sara-jane@lunaacro.com](mailto:sara-jane@lunaacro.com). The report should include:

- Details of the incident
- The date and time the incident occurred
- Names of any witnesses or people present at the time of the incident
- Statements from any witnesses

The owner (or other designated officer) will refer the information to either management committee or to the club disciplinary panel if in place. The designated committee will:

- Treat every report as confidential
- Not discuss any matters with anyone outside of the committee other than to request expert advice
- Declare immediately if they have a conflict of interest
- Treat each reported incident fairly and equitably

The club management or disciplinary committee will have the power to:

- Issue a verbal warning as to future conduct
- Issue a written warning as to future conduct
- Suspend from activities or membership for a period of time
- Remove/expel from the club