

Procedure Number:	02
Version:	2024.1
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COMPLAINTS PROCEDURE

1.0 Procedure Scope

This procedure outlines the process to be followed to raise a concern to The Durham and Northumberland Archery Association (DNAA).

1.1 Complaints will be considered in the following circumstances:

- i) Alleging a breach of DNAA's or Archery GB's (AGB) rules or Code of Conduct by a County Officer or a member while representing DNAA.
- ii) Alleging a breach of DNAA's or AGB's rules or Code of Conduct by a member or official attending an event organised by, or on behalf of DNAA.
- iii) When a party to a complaint raised and dealt with fully, including appeal, at a club level wishes to appeal the club's final decision.

1.2 DNAA will not consider complaints made against other members outside of the circumstances given in 1.1 and will direct those complaints to the appropriate level.

2.0 Definitions

- Complainant: The person making the complaint.
Respondent: The person against whom the complaint is made.
Appellant: The person making an appeal against the outcome

3.0 Procedure

If any individual has a complaint under 1.1 of this procedure, they should raise that complaint as follows.

3.1 Complaints must be made in writing by completing the complaint form (Appendix A).

3.2 The completed complaint form should be submitted to the County Chairperson unless the complaint is about the Chairperson, in which case it should be submitted to the County Secretary.

3.3 The County Chairperson will acknowledge receipt of the complaint within 7 days and establish that all previous procedures that apply have been exhausted.

- 3.4 To ensure accountability the County Chairperson will inform the County Secretary, unless the complaint is about the County Secretary, in which case the Chair will inform another Executive Officer. The Chair will provide the Secretary or Executive Officer with a copy of page 1 of the complaint form.
- 3.5 If the Complaint is with regard to a safeguarding or anti-doping incident it will be referred immediately, through the County Safeguarding Officers, to ArcheryGB's National Lead Safeguarding Officer in line with the AGB Safeguarding Reporting Procedures.
- 3.6 If the complaint is with regard to illegal activities it will be reported to the police.
- 3.7 If the complaint is accepted as valid under 1.1 then the County Chairperson will, in the first instance, endeavour to resolve the complaint informally.
- 3.8 If informal measures cannot resolve the complaint then the County Chairperson will apply the DNAA Disciplinary Policy to investigate and resolve the complaint.

4.0 References

In assessing complaints the Chair shall have regard to:

- i) The AGB Code of Conduct and the Lower Level Concerns Policy
- ii) The AGB Disciplinary Policies and in particular to the provisions of the AGB Disciplinary Policy relating to Misconduct and to Serious Offences
- iii) AGB Safeguarding Reporting Procedures

Appendix A: Complaint Form

Information on this form should be kept confidential but may be disclosed when necessary to further the process.

Title	
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Section 1 Details of the member making the complaint:

Name		Membership Number	
Address			
Day Contact Number		Evening Contact Number	
E-mail			
Position held at Club			
Are you under 18?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date of Birth
Note: If you are under 18, this form must be co-signed by one of your parents or a legal guardian			

Section 2 Details of the member about whom the complaint is being made:

Name		Membership Number (If known)	
Address			
Day Contact Number		Evening Contact Number	
E-mail			
Position held at Club			

Section 3 Details of your Club's Officials:

Club Name		For County Use
Name of Club Secretary		For County Use
Name of Club Chairperson		For County Use
Name of Club Welfare Officer		For County Use

Section 4 Brief details of your complaint:

When did it happen?	
Where did it happen?	
What happened?	
What impact has it had on you?	
Medical conditions that you need to advise us about to support your case	
Please refer to the Disciplinary Policy and Code of Conduct. State which paragraph(s) you feel apply to your complaint and why.	

Section 5 Witnesses to the incident:

Name of Witness		Membership Number (If known)	
Day Contact Number		Evening Contact Number	
E-mail			
Is the witness under 18?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date of Birth
*Note: To ensure confidentiality the Investigation Panel will contact the witness for their statement.			

Name of Witness		Membership Number (If known)	
Day Contact Number		Evening Contact Number	
E-mail			
Is the witness under 18?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date of Birth
*Note: To ensure confidentiality the Investigation Panel will contact the witness for their statement.			

Section 6: Complainant submission of information

Declaration of the Complainant:

I declare, to the best of my knowledge, that the information contained in this complaint is correct.

Name: _____ Are you under 18?: Yes No

Date: _____ Signature: _____

I confirm that I have read and understood the DNAA Disciplinary Policy: Yes

If you are under 18 when the complaint is filed, this form must be co-signed by one of your parents/legal guardians.

Declaration of the parent/legal guardian:

I have read this Complaint Form and confirm that information contained in this complaint is correct.

Name: _____

Date: _____ Signature: _____

I confirm that I have read and understood the DNAA Disciplinary Policy: Yes

Complainant’s Check List

- Complaint Form completed Yes
- Witness details completed Yes
- Declaration signed Yes
- Declaration signed by parent/guardian (U18s only) Yes
- Other (specify Yes
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Submit this form to the County Chairman: chair.dnaa@gmail.org

If the complaint is about the County Chairman submit this form to the County Secretary: secretary.dnaa@gmail.org