



June 2026

Athletics Club Grievance Policy and Procedure

Purpose

The club is committed to providing a positive, inclusive, safe, and respectful environment for all athletes, coaches, officials, volunteers, parents, and members.

This procedure provides a clear route for raising concerns, complaints, or grievances regarding club activities, behaviour, decisions, or treatment.

This policy does not replace safeguarding procedures, disciplinary procedures, or governing body regulations.

What is a Grievance?

A grievance is a concern, complaint, or dispute relating to:

- Coaching practices (excluding safeguarding concerns)
- Athlete treatment or selection decisions
- Club administration
- Communication issues
- Volunteer or committee conduct
- Training group arrangements
- Equality, diversity, or inclusion concerns
- Member behaviour

Examples include:

- Feeling unfairly treated by a coach or committee member
- Concerns regarding training group allocation
- Disputes between athletes

- Concerns regarding club decisions

Matters Excluded from this Procedure

The following must be referred immediately to the appropriate process:

Safeguarding Concerns

Any concern involving the welfare of a child or vulnerable adult must be reported immediately to the Club Welfare Officer.

Serious Misconduct

Issues involving:

- Harassment
- Bullying
- Discrimination
- Violence
- Criminal behaviour

may be escalated directly to the disciplinary procedure.

Governing Body Matters

Issues governed by UK Athletics rules may be referred to the relevant governing body process.

Informal Resolution

The club encourages concerns to be resolved informally wherever possible.

The individual raising the concern may:

- Speak directly with the person involved.
- Seek assistance from a coach, welfare officer, or committee representative.
- Request mediation.

Informal resolution should normally be attempted within 14 days of the concern arising.

Formal Grievance

If informal resolution is unsuccessful, or inappropriate, a formal grievance may be submitted.

The grievance should be submitted in writing to:

- Club Secretary; or
- Club Chair; or
- Welfare Officer (for junior-related concerns)

The grievance should include:

- Name of complainant
- Date of incident(s)
- Individuals involved
- Description of concern
- Supporting evidence
- Desired outcome

Anonymous complaints may be considered where appropriate but may limit investigation.

Acknowledgement

The club will acknowledge receipt within 14 days.

The complainant will be informed:

- Who is handling the matter
- Expected timescales
- Any immediate actions being taken

Investigation

The Chair will appoint an impartial Grievance Officer or Grievance Panel.

Investigators should not have a conflict of interest.

The investigation may include:

- Interviews

- Written statements
- Review of records
- Review of relevant communications

All parties will be given a fair opportunity to provide information.

Timescales

The club will aim to conclude investigations within:

- 28 days for straightforward matters
- 56 days for complex matters

Where delays occur, all parties will be updated.

Outcome

The outcome may include:

- No further action
- Informal resolution
- Mediation
- Recommendations for improvement
- Training or support
- Referral to disciplinary procedures

The decision will be communicated in writing.

Confidential personnel information may not be disclosed.

Appeal

The complainant may appeal within 14 days if they believe:

- Procedure was not followed
- Relevant evidence was not considered
- The outcome was unreasonable

Appeals should be submitted in writing.

An Appeal Panel consisting of individuals not previously involved will review the matter.
The appeal decision will normally be final within the club.

Junior Athletes

Junior athletes may raise concerns through:

- Parent or guardian
- Coaching Team
- Welfare Officer
- Club Chair

The welfare and wellbeing of the child will remain the primary consideration throughout the process.

Confidentiality

All grievances will be handled sensitively and confidentially.

Information will only be shared with individuals who need to know to investigate and resolve the matter.

Protection from Victimisation

No individual shall be disadvantaged, excluded, or treated unfavourably for raising a genuine grievance in good faith.

Retaliation against any individual involved in a grievance process may itself result in disciplinary action.

Record Keeping

The club will maintain secure records of:

- Grievances received
- Investigations undertaken
- Outcomes
- Appeals

Records will be retained in accordance with data protection requirements.