

# Glasgow Frontrunners Concerns, Complaints and Disciplinary Policy



Last Reviewed and Adopted	Reviewed by:
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All members<sup>1</sup> of Glasgow FrontRunners, hereafter referred to as 'the club', are expected to act in a way that is consistent with the Club Code of Conduct and Club Equality Policy. Any member may raise a concern regarding any element of their membership. This may include the systems and processes of running the club (where the complaint is directed towards the Management Committee) or the behaviour of another member.

Where a concern is in regard to the welfare of a member, please refer to our published Adult Safeguarding Policy which can be found on our website.

## Concerns

Where a member wishes to raise an informal concern, without making a formal complaint, they are able to discuss this with any member of the committee. Informal resolution of any concerns will be considered as appropriate.

## Complaints

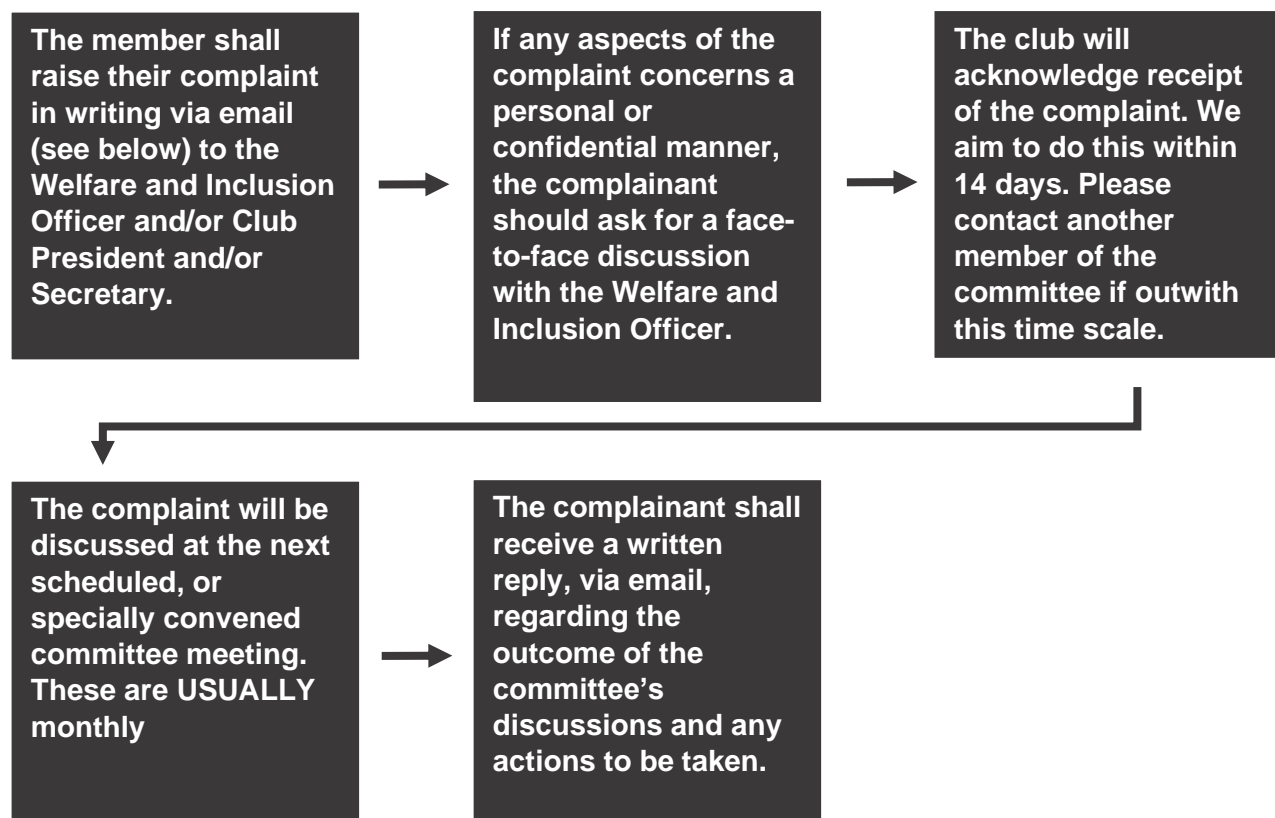
In the first instance, the complainant should speak to the Welfare and Inclusion Officer (WIO), President or Secretary to discuss the issue. A member will be asked to consider if they wish this issue to be considered informally or formally.

## Informal Resolution

Informal resolution of the issue will be attempted in the first instance by the WIO, President and Secretary.

## Formal Resolution

If a member wishes to make their concerns formal, the procedure detailed below should be adhered to



which the club will aim to acknowledge within 14 days<sup>2</sup>.

Email addresses are:

- [wio@glasgowfrontrunners.org](mailto:wio@glasgowfrontrunners.org)

<sup>1</sup> someone who has completed the online membership form (<https://www.glasgowfrontrunners.org/join-gfr>) and has either paid for membership, is a PAYG member, honorary member or guest of GFR

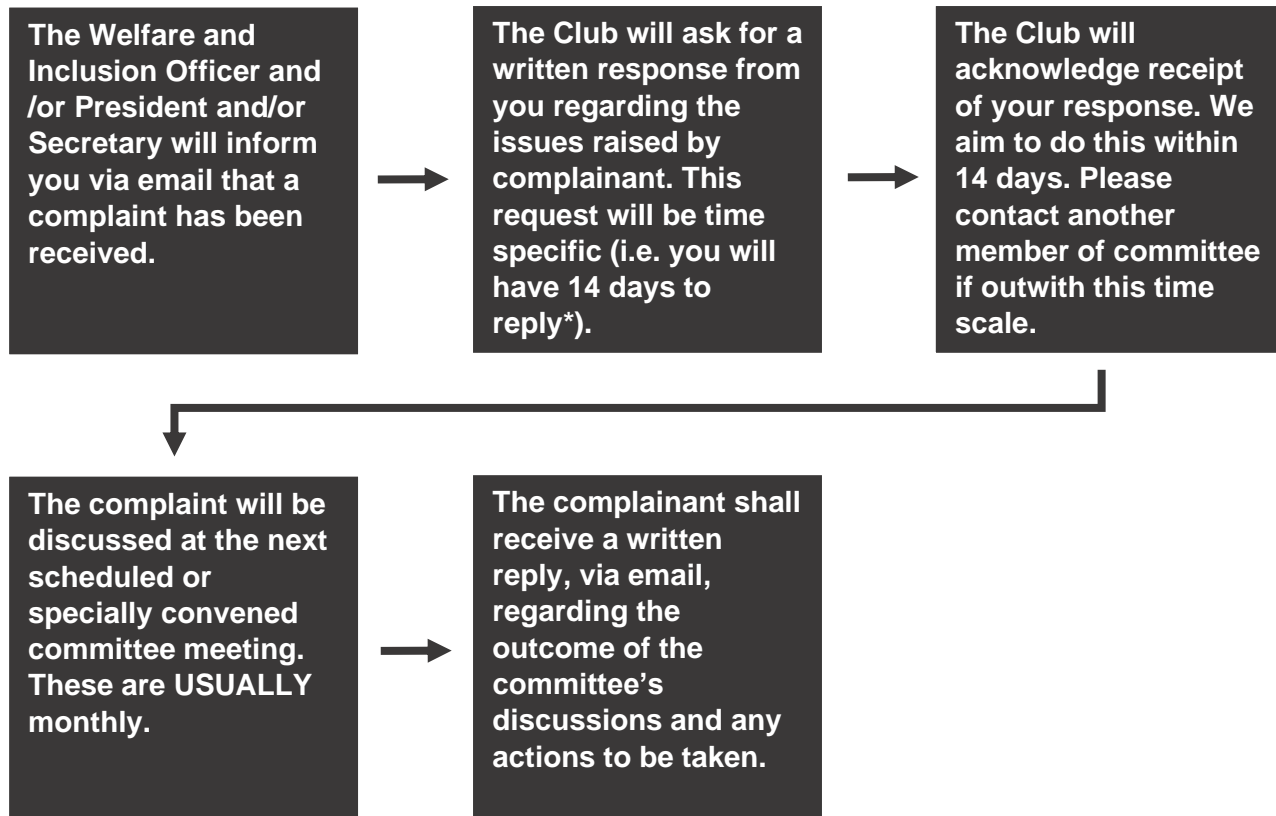
<sup>2</sup> parties will be informed if 14 day response is not possible i.e. in event of holidays of committee members

- [president@glasgowfrontrunners.org](mailto:president@glasgowfrontrunners.org)
- [secretary@glasgowfrontrunners.org](mailto:secretary@glasgowfrontrunners.org)

Whilst we will endeavour to keep the identity of the complainant and subject matter of the complaint confidential, this may not always be possible. The WIO and/or President and/or Secretary will discuss this with you on receipt of the complaint.

### **If a member makes a complaint about you.**

If another member of the club makes a complaint regarding your behaviour, you can expect the following to occur. As above, the WIO and/or Club President and/or Secretary will try to resolve the complaint informally with the complainant. However, the complainant does have the right to make their issue formal if they so desire. In that case, the committee will follow this process:



\*if you do not respond within the time frame, the complaint process will continue as per the diagram above.

### **What happens at the Committee Meeting**

The complaint is discussed at the next available committee meeting. At this point, details of the nature of the complaint are shared. If the nature of the complaint relates to another member of the club, details of any response received will also be shared. The committee shall explore the nature of the complaint and then vote on the outcome. The outcome will either be "complaint upheld" or "complaint not upheld". The decision of the committee will be based upon how the majority of those committee members vote. The President's vote will only be casted to decide a tie.

### **Outcome actions**

During the discussion of the complaint, depending on the outcome the committee can decide if further action is required. Potential actions are listed below (the list is indicative and not exhaustive):

- No action required
- Written warning
- Suspension for (decided) period of time
- Expulsion from the club
- Lifetime ban

## **Complaints about, or from, a Committee Member**

If a complaint is made about a serving committee member, a similar approach to above will be taken. However, the committee member will be excluded from the discussion and will not have a vote in deciding the outcome.

If a committee member makes a formal complaint against a club member (i.e. not a member of the committee), said committee member will be excluded from the discussion and will not have a vote in deciding the outcome.

If one committee member makes a formal complaint against another, both will be excluded from the discussion and neither will have a vote in deciding the outcome.

## **What happens at the Committee Meeting**

The complaint is discussed at the next scheduled committee meeting. At this point, details of the nature of the complaint are shared. If the nature of the complaint relates to another member of the club, details of any response received will also be shared. The committee shall explore the nature of the complaint and then vote on the outcome. The outcome will either be "complaint valid" or "complaint not valid".

The decision of the committee will be based upon how the majority of those committee members vote. The President's vote will only be cast to decide a tie.

## **Outcome actions**

During the discussion of the complaint, depending on the outcome the committee can decide if further action is required. Potential actions are listed below, which are in addition to the ordinary members potential outcome actions listed in the previous section (such actions not being exhaustive and decided on a case by case basis):

- Removal from the committee

## **Right to Appeal**

In any of the above scenarios, members have the right to appeal the outcome reached by the committee in regards to complaints received. If you would like to appeal the outcome of our complaints procedure, you should email the President within 14 days of receiving the initial outcome decision. Any additional information which supports your case to appeal should be submitted at this time. Appeals will be treated as detailed in the diagrams above and will be discussed at the next available committee meeting.

## **Club Code of Conduct**

This procedure is aligned to the Club Code of Conduct and the Club Equality Policy which can be viewed on the GFR website at [www.glasgowfrontrunners.org](http://www.glasgowfrontrunners.org) > Club Documents Section