



Complaints Policy

At Griffin Archers, we take the welfare and safety of our members and visitors very seriously. We are committed to providing a quality, inclusive, archery and club experience to all who attend. This includes all our members, their families, visitors and visiting Archers, our venue and its staff, and invited guests.

When or if, something goes wrong, we need you to tell us about it. This will help us to improve our standards and meet expectations. Griffin Archers is a club that is run for the members to enjoy Archery their way.

If you feel there is a need to discuss, highlight, or bring to attention an incident or bring a complaint against the club, a fellow member, a visitor to the club, a member of the venue staff, a visitor to the venue or on behalf of a child or vulnerable adult you should

Contact the committee or a committee member, the Chair, Secretary or Vice Chair. This can be done directly, by text message or email.

They will assist you with the process:

PROCEDURE FOR COMPLAINT:

1. Explain clearly but as confidentially as possible the situation. The committee member may then request that you move to an alternate place within the venue, or another location to discuss this matter.
2. The committee member may ask to take notes or for you to write down the information in addition to having a discussion.
3. If there is any physical or digital evidence – Text message or similar – this should be recorded as-is by photographing by a committee member. This can then be printed and presented to the committee for consideration.
4. If there is an immediate solution, or instant decision needed to be made, then the committee member will bring this to pass in a timely manner. This will then be recorded as a minor complaint.
5. If there is an impasse, a matter for committee consideration, or it is a more serious matter, then the accepted AGB process will begin and the complaint will be placed in writing ASAP.
 - 5a. If immediate action needs to be taken the Chairman or senior committee officer present, will deal with this in the most effective way to suit all parties.
6. Archery GB complaints procedure will be followed, by bringing the complaint through committee, then bringing in an independent panel then escalating to County (CAA) who will use their process and the Region (SCAS) and finally escalate to AGB. This can be done by the complainant with or without Griffin Archer committee assistance.

At all points above, the complainant's personal wellbeing, confidentiality and personal opinion, will be considered and placed at the utmost priority throughout this process. Sensitivity will be used in dealings with all/any individuals involved (Complainant, defendant and any witnesses or family members). If the committee member approached first feels they cannot deal with this matter it will be the responsibility of the Safeguarding Officer to take over this process.



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Children and Vulnerable Adults

All concerns regarding the welfare of any club member, but in particular a child, young person or vulnerable adult, should be reported to the Club Safeguarding and Welfare Lead Officer Dianne Searle, **immediately** (within 24 hours). They will report possible abuse or neglect to the appropriate authorities, the Police and/or Children's Social Care Services.

If a child, young person or vulnerable adult tells you about abusive behaviour:

- * React calmly so as not to frighten the person.
- * Reassure the person that they were right to confide in you.
- * Make sure that you understand exactly what is being reported - listen carefully and ask questions only to clarify facts or words that you do not understand. Do not speculate, or make assumptions or judgements.
- * It is vital that the exact words and terminology of the child, young person or vulnerable adult is written as a record of the complaint. Assumptions must not be made about the meaning of terms or words. This also applies to any witness statements that may be made.
- * Do not make promises, to the person making the disclosure, which you may not be able to keep - tell them you will need to inform others and write things down in order to help them.
- * Do not make comments about the alleged abuser.
- * Do not approach the alleged abuser.
- * Report what you have been told immediately to the Safeguarding Officer – *Dianne Searle*.

ALLEGED OR SUSPECTED ABUSE

If abusive behaviour is witnessed or suspected to have taken place in another place or environment:

- * Report suspicions to Safeguarding Lead Officer or any executive committee officer.
- * Safeguarding or committee officer will then take a brief statement of suspicions.
- * Action will be taken as deemed appropriate; it may not take place instantly as suspected abuse needs to be reported but then needs to be proven. This does not mean that nothing is being done.
- * Safeguarding Lead Officer will then observe the situation that has been reported and make their own statement.
- * Appropriate advice will be sought from appropriate authorities.



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Every effort will be made to ensure that confidentiality is maintained for all concerned.

The Club Safeguarding and Welfare Lead Officer must refer the matter to the Club Chairman or other appropriate Club Committee Member. They must also inform the Police and/or Social Services regarding a case of possible abuse, as well as the Archery GB Safeguarding Lead Officer by phone, without delay - an Incident Report Form will also be completed to all, within 24 hours.

IF CLUB OR AGB COMPLAINT IS ISSUED –

If the incident is in- house and straightforward or deemed not serious, every effort should be made to resolve the issue at Club level. If the Club cannot resolve the matter to the complainant's satisfaction, it should be referred to the Archery County/Regional Officer and then, if necessary, to the Archery GB Safeguarding Officer.

Where a complaint has been made against a Club Member or a parent/carer/partner or invited friend of a club member, a written acknowledgement will be sent immediately to the person making the complaint, by the Club Chairman. A formal notice, in writing, of the complaint will also be issued to the defendant. All parties will be made aware of the importance of maintaining confidentiality throughout this process.

Every effort will be made to inform all parties concerned about the outcome of the investigation, in writing, within 30 days.

Individual Support through the Complaints Process

The safeguarding officer will provide details to all parties involved, of possible access to counselling services or mental health support throughout and following this process. This includes any committee members or families/friends or supporters. Our members and visitor's overall wellbeing remain our priority.

Policy written by:	Dianne Searle – Safeguarding and Welfare Lead Officer, Griffin Archers Club Secretary
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