



Complaint Procedure & Form

March 2019

Complaint Procedure

Wymondham Archers aims to ensure that at all times our handling process is fair to everyone, ensuring all views are heard and taken into account in a balanced way.

If you have a complaint, please ensure that you are familiar with the Wymondham Archers Complaint and Disciplinary Procedure. All complaints should be dealt with at the lowest level possible. Please direct your complaint using the options below: (the Disciplinary Procedure can be downloaded from the Wymondham Archers Website or a copy can be sent upon request).

Complaint level	Complaint Referred To	Contact Details
Person or Club Processes or Procedures	Club Secretary or Chair if incident involves Club Secretary	Wymondham Archers Bray Drive, Off Albini Way, Wymondham, Norfolk, NR18 0SN, United Kingdom. Or... By Hand or Email to Club or Post
If a complaint cannot be dealt with by the Club, the Club Secretary must refer it to the County Secretary		

Notes:

1. Complaints will only be dealt with on completion of this Form.
2. No action will be taken until the complaint form is received.

Complaint Form

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

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		Occupation	
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: If known

Name		Membership Number if known	
Position held at Club			

Section 3 Brief details of your complaint:

When did the incident happen?	
Where did it happen?	
What happened?	
What impact has it had on you?	
What can we do and how can we fix it?	
Medical conditions that you need to advise us about to support your case	





Section 4 Witnesses to the incident:

Name of Witness		Membership Number	
Day Contact Number		Evening Contact Number	
E-mail			
is the witness under 18?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date of Birth
Witness statement			

Name of Witness		Membership Number	
Day Contact Number		Evening Contact Number	
E-mail			
is the witness under 18?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	Date of Birth
Witness statement			





Section 5: 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 Wymondham Archers Disciplinary Procedure: 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 Wymondham Archers Disciplinary Procedure: Yes

Send this completed above form to the club using the details above.

Complainant's Check List

- Complaint Form completed Yes
- Witness Statements completed Yes
- Declaration signed Yes
- Declaration signed by parent/guardian (U18s only) Yes
- Other (specify) Yes
- Send this complete form to the club using the details above** Yes





Section 6: Complaint tracking sheet

FOR WYMONDHAM ARCHERS COMMITTEE USE ONLY

Date complaint received:			
Date submitted to Secretary:			
Date submitted to the Chairman:			
Date of contact/confirmation with respondent:			
Name of Independent Investigator:		Date Appointed	
Date and Time of Hearing: (if applicable)			
Venue (if applicable)			
Notification sent to:	Complainant Yes <input type="checkbox"/>	Date and Time	
	Respondent (if applicable) Yes <input type="checkbox"/>	Date and Time	
Committee Members present at presentation of Independent Investigator (Signed)			
Committee Members present at presentation of Final Hearing. (Signed)			
Disciplinary Hearing decision/outcome:			

