



LIFFORD AFC COMPLAINTS PROCEDURE

All Volunteers and members have a right to make a complaint.

Anyone who believes that he/she has become subject to harassment directly or, who observes or has knowledge of harassment or bullying towards another employee or, group of employees, is advised to take the following steps immediately:

Stage 1 – Informal Procedure

The purpose of the informal procedure is to ensure that the majority of cases of this nature will be handled effectively and efficiently, in a confidential and sensitive manner, and at local level:

- If possible, a recipient of bullying, harassment or sexual harassment should approach the perpetrator(s) and ask him or her to stop.
- The employee should inform the individual(s) of the Association's policy on sexual harassment and harassment or on anti-bullying and advise him/her that continuance of this behaviour will result in the employee making a formal complaint.
- The employee may approach their coach or another coach for support in approaching the perpetrator(s) or for advice if in doubt about whether the behaviour constitutes harassment, bullying or sexual harassment.

Stage 2 – Formal Procedure

In the event that the informal complaint has failed or is inappropriate in the circumstances, the formal procedure should be used as follows:

- The employee/member should make a complaint to their coach or President/Chairman/Secretary of the club, preferably in writing.
- When a Coach receives a complaint, a copy must be forwarded to the President/Chairman/Secretary.
- The alleged perpetrator(s) will be notified in writing of the details of the complaint.
- A person will be nominated by the club (may be internal or external) to examine the complaint and set up an investigation as necessary.

Stage 3 - Investigation

In the event that the formal procedure does not resolve the issue the club may decide to invoke a formal investigation which would involve the following steps:

- An investigation will be carried out into the alleged offence by the nominated investigation team members



- Should the gravity of the complaint warrant it, the investigation may be conducted by an independent consultant
- The investigation will be conducted thoroughly, objectively, with sensitivity, confidentially and with due respect to the rights of all parties concerned
- All parties concerned will be interviewed including any witnesses and each party will be informed of their right to be represented by a trusted colleague
- Following the investigation the employee and alleged perpetrator(s) will be provided with a written copy of the findings.

Outcome

Following the above, the club will implement the following course of action:

- Should the results of a thorough investigation of an alleged incident reveal that an employee or member has engaged in actions or conduct which constitute harassment or bullying, appropriate disciplinary action will be taken, up to and including termination of the employment relationship Or termination of membership of the club, depending on the seriousness of the violation.
- The claimant will be notified in writing that a thorough investigation has been conducted and assured that appropriate corrective action has been taken.
- If the results of a thorough investigation of an alleged incident reveal that an employee/member has not engaged in actions or conduct constituting harassment or bullying the claimant and the alleged harasser will be immediately notified that a thorough investigation has been conducted and the results indicate that there are no grounds to substantiate the harassment or bullying allegation.

Retaliation

Retaliation of any kind against an employee/member for complaining or taking part in any investigation in the context of this policy, or any adverse action taken against an employee/member, because the employee/member has lodged a harassment complaint, or participated in the Association's/Club's investigation of a complaint, will give rise to appropriate corrective action, up to and including dismissal or termination of membership.

False Accusations

Deliberately making false accusations, if proven, will result in the imposition of the appropriate disciplinary action to the complaining party.

Monitoring and Training

The club agrees to monitor the implementation of its Equal Opportunity and Dignity and Respect policies and provide training as necessary.

