

Squash Bucklers

Complaints Procedure

1. Purpose

Squash Bucklers is committed to providing a safe, inclusive, and respectful environment for all members.

This procedure outlines how concerns or complaints about behaviour, safety, or conduct can be raised and addressed fairly and confidentially.

2. What Can Be Raised as a Complaint

A complaint may relate to, but is not limited to:

- breaches of the Code of Conduct
- discrimination, harassment, or bullying
- unsafe or reckless behaviour
- inappropriate conduct at games, training, or social events
- concerns about club processes or decisions

Members are encouraged to raise concerns early, before issues escalate.

3. How to Raise a Complaint

Complaints may be raised in one of the following ways:

- verbally, to a club organiser or committee member
- in writing (email or message) to the club's official contact

Complaints should include:

- what happened
- when and where it occurred
- who was involved (if known)
- any relevant context or concerns

Anonymous complaints will be considered, but may be harder to investigate fully.

4. Confidentiality

All complaints will be handled as confidentially as possible.

Information will only be shared with those who need to know in order to assess and address the complaint.

Squash Bucklers will take care to protect the privacy of all parties involved.

5. How Complaints Are Handled

Once a complaint is received:

1. The club will acknowledge receipt of the complaint.
2. The matter will be reviewed by one or more club organisers or committee members.
3. Where appropriate, the club may speak with the parties involved to understand the situation.
4. A fair and reasonable decision will be made based on the information available.

The club aims to resolve complaints promptly and respectfully.

6. Possible Outcomes

Depending on the nature of the complaint, outcomes may include:

- no further action
- informal discussion or mediation
- a formal warning
- temporary suspension from club activities
- termination of membership

Serious matters may result in immediate action.

7. Protection From Retaliation

Squash Bucklers will not tolerate retaliation against anyone who raises a concern or makes a complaint in good faith.

Any retaliatory behaviour may itself be treated as a breach of the Code of Conduct.

8. External Support

Where appropriate, members may choose to seek external support or advice, including from Rainbow Team Wellington or other relevant organisations.

Nothing in this procedure limits a person's right to seek support or assistance outside the club.

9. Review

This Complaints Procedure may be reviewed and updated from time to time to ensure it remains fair, effective, and aligned with best practice.