



Alconbury Recreation Field Charity. (ARFC)

Complaints Policy and Procedure

1. Purpose

The purpose of this policy is to provide a clear framework for raising, managing, and resolving complaints relating to the use of Alconbury Recreation Field Charity (ARFC) facilities or activities. The charity aims to address all concerns fairly, promptly, and professionally, and to use feedback to improve our operations and community environment.

2. Scope

This policy applies to:

- All individuals who use or present on ARFC premises or at ARFC related activities, Including:
- ARFC trustees, staff, coaches and volunteers.
- Parents/guardians of junior members.
- Visitors and guests at ARFC events.
- Hirers of ARFC facilities, their participants, and their guests.
- Members, staff, and guests of Alconbury Sports and Social Club (ASSC) while using ARFC premises.

It covers complaints related to:

- Conduct of individuals while on ARFC premises.
- Activities, events, or functions organised by ARFC or held on its premises.
- Decisions made by ARFC trustees in connection with the management of the facilities.
- Facilities, safety concerns, or operational issues.

3. Policy Statement

The charity encourages open communication and seeks to resolve complaints informally and amicably whenever possible. However, where a formal complaint is necessary, ARFC provides a structured process that ensures confidentiality, impartiality, and protection for all involved.

Retaliation against any individual raising a complaint in good faith is strictly prohibited.

4. Principles

All complaints will be:

- Taken seriously and addressed promptly.
- Handled confidentially.
- Investigated impartially.
- Documented appropriately.
- Resolved where possible to the satisfaction of all parties.

5. Types of Complaints

Complaints may include (but are not limited to):

- Bullying, harassment, or discrimination.
- Poor conduct by a trustee, staff, volunteer, hirer, user of ARFC facilities or ASSC members using ARFC facilities.
- Breach of ARFC policies or codes of conduct.
- Unsafe practices or facility concerns.
- Operational or decision-making concerns about ARFC facilities.

6. Complaint Handling Process

Step 1: Informal Resolution (Optional)

Where appropriate and safe, the complainant should:

- Speak directly to the person involved.
- Or speak with a trustee, welfare officer, or relevant ARFC contact for support.

Often, issues can be resolved quickly through a respectful conversation.

Step 2: Submitting a Formal Complaint

If informal resolution is not effective or appropriate, a formal complaint can be submitted.

To lodge a complaint:

- Submit in writing to the charity, welfare officer, Chair, or another designated trustee.
- Include:
 - Date and time of incident(s)
 - Description of what happened
 - Names of people involved or who witnessed it
 - Any previous actions taken
 - Desired outcome or resolution

A standard complaint form (optional) can be provided to assist with documentation.

Step 3: Acknowledgement

- The complaint will be acknowledged in writing within 5 working days.
- The charity will confirm whether a formal investigation will take place and outline next steps.

Step 4: Investigation

- An impartial investigator (trustee or external person if necessary) will be appointed.
- Both the complainant and respondent will be given an opportunity to present their account.
- The investigation will aim to be completed within 21 calendar days, unless exceptional circumstances arise.

Step 5: Outcome and Decision

- Findings will be presented to the charity (or a sub-committee if confidentiality is needed).
- The outcome may include:
 - Mediation or apology
 - Warning or sanctions (e.g., temporary suspension of access to ARFC facilities or grounds, dismissal from team.)
 - Termination of hire agreement or access to ARFC facilities.

- Liaison with the ASSC committee if relevant to their members or staff to agree a suitable course of action (such as suspension or termination of ASSC membership)
 - No action, if complaint is unsubstantiated
- The complainant will be informed in writing of the outcome and rationale within 7 days of the decision.

Step 6: Appeal Process

If the complainant is not satisfied with the outcome, they may lodge an appeal:

- The appeal must be made in writing within 14 days of receiving the outcome.
- A separate panel trustees (not involved in the original decision) will review the case.
- The appeal decision will be final and communicated within 14 days of review.

7. Confidentiality

All complaints will be treated with strict confidentiality. Details will only be shared with those directly involved in managing and resolving the complaint.

8. Records and Reporting

- All complaints and outcomes will be documented and stored securely by the charity.
- Anonymous summaries may be reviewed periodically by the trustees to identify trends and improve charity practices.

9. Review of Policy

This policy will be reviewed annually or following any significant incident or legal update to ensure it remains relevant, effective, and aligned with best practice.

10. Contact Information

- **Charity Welfare Officer:** Damion Lewis damion@arfc.org.uk
- **Charity Chair:** C. Bodley christian@arfc.org.uk

Signed on behalf of the Trustees:

Name: C. Bodley

Role: Chair

Date: 22nd October 2025

Date Approved: 22nd October 2025

Review Due: October 2026 Revision No 1

Signed (Chair): C. Bodley