



LEIGHTON FUN RUNNERS - COMPLAINTS PROCEDURE

LFR aims to provide all members with a positive and fun running experience. The Club is committed to listening to any complaint and dealing with it in a considerate, timely and constructive manner.

The following procedure applies to complaints from members.

Informal resolution

The member making the complaint is advised to attempt to resolve it informally before making a formal complaint. This might include discussing the matter with the person who is the subject of the complaint and/or seeking advice from the Welfare Officer or a Committee Member.

Formal resolution

A formal complaint should be made to the Committee by giving typed written details to any member of the Committee or the Welfare Officer within 14 days of the conduct complained of. This formal letter can be handed to a Committee member on paper or sent via email. Details of the Committee and Welfare Officer are found on the Club's website [here](#) or at <http://www.leightonfunrunners.org.uk/about-us/committee-info/>

The Complainant should include in their formal communication the email address that they wish the conclusion to be sent to. The communication should also stipulate clearly that it is a formal complaint and clearly set out the details of the complaint, including any witnesses, persons concerned, dates and times, and any other relevant supporting information required to properly investigate the complaint. This communication should be factual and not include hearsay, make assumptions or the like.

If any further clarification is needed by the Committee, this will be requested within 10 days.

Within 7 days of receipt of the formal complaint the Chair will then nominate at least 2 members of the Committee to investigate the complaint along with the Welfare Officer. The conclusion of the complaint will be issued in writing within 21 days of the start of the investigation including any actions to be taken. This notification will be issued on behalf of the Committee representing the Club.

If you are satisfied with the outcome the matter will conclude at that point. However, if you remain dissatisfied you may refer the complaint to England Athletics under their own grievance procedure.

Please note:

Time limits may be extended by the Committee where it is necessary to do so in order to ensure a fair outcome (for example, where more time is needed due to holiday absence etc).

Complaints will be dealt with confidentially by all parties involved. It may be necessary to involve others to undertake a fair investigation and, in such case, those consulted will be expected to keep the matter confidential.

The Committee may decline formal or informal complaints it considers malicious, vexatious or frivolous. In the case of a formal complaint being declined, a representative nominated by the Chair will write to inform the Complainant within 10 days.