

# HAMPSHIRE RUGBY FOOTBALL UNION LIMITED

## Regulation, Advice and Guidance Note 9

*Sponsor Management Board*

*Approved 12 July 2012*

*Last updated Feb 2020*



## COMPLAINTS POLICY

- 0901 In a volunteer environment it has to be accepted that mistakes will be made and that sometimes such mistakes may cause offence or disappointment. It is important therefore that anyone with a grievance is able to voice that concern to someone in authority or to make a formal complaint. This Regulation sets out the procedure which will normally be followed.
- 0902 If any individual wishes to voice a concern about or to make a complaint against anyone who is an employee of or a volunteer “worker” for any club or of any of the organisations listed in Regulation 0402, that individual should contact the Secretary or Chairman of that club or organisation. If the response received is not satisfactory then a written appeal may be made to the Executive Director.
- 0903 If any individual wishes to voice a concern about anyone who is an employee of, or a volunteer “worker” for, Hampshire Rugby Football Union Limited, that individual should contact the Executive Director who will inform the individual of the action which will be taken or give advice on what to do next. If the individual cannot accept that the action to be taken will satisfy his/her concern then a written complaint should be made submitted to the Executive Director.
- 0904 If any individual wishes to make a complaint against anyone who is an employee of, or a volunteer “worker” for, Hampshire Rugby Football Union Limited, that individual should write to the Executive Director.
- 0905 On receipt of a written complaint the Executive Director will decide who else might assist him in investigating the validity of the allegations. Normally this will be the Chairman of the appropriate Standing Committee.
- 0906 The preliminary investigation should not normally take longer than seven days. If it is decided that there is no substance to the allegations the Executive Director will advise the complainant, in writing, of his decision. An appeal against this may be made in writing to the Chairman of the Management Board.
- 0907 If the preliminary investigation establishes that the complaint is valid the Executive Director will advise the complainant of the timescale with which the complaint shall be dealt with and by whom. The Executive Director shall provide the person against whom the complaint is made with a copy of the allegations and invite him to answer the allegations in writing.
- 0908 The complaint and the answer thereto shall then be considered by the Chairman of the appropriate Standing Committee and the Executive Director who will decide either
- 1 To forward the response to the complainant or
  - 2 That disciplinary action should be considered in which case the Disciplinary Chairman will invited to convene a formal hearing under the provision of RFU Regulation 19 in which case RFU procedures shall then be followed.
- 0909 If the complainant is not satisfied with a decision of the Executive Director then the complainant should write an appeal to the Chairman of the Management Board within fourteen days of receiving the decision.
- 0910 If the case has been dealt with under RFU Disciplinary Regulations then any appeal should be directed to the RFU in the timescale stated in the RFU Regulation.