



OLD GRAVESENDIANS SPORTS ASSOCIATION LTD

Fleetway Sports Ground, Bronte View, Gravesend, Kent, DA12 1PX

Complaints Policy

1. Policy Statement

The Old Gravesendians Sport Association Ltd (OGSA) is committed to providing a fair, transparent and accessible process for handling complaints. As a Co-operative based mutual society the OGSA recognises that members must have confidence in how concerns are raised, investigated and resolved.

This policy ensures that all complaints are treated seriously, handled promptly, and resolved in a way that protects members, promotes accountability, and strengthens trust in the club's governance.

2. Purpose

This policy aims to:

- Provide a clear process for raising and resolving complaints
- Ensure fairness, impartiality, and transparency
- Protect members' rights under mutual society principles
- Support continuous improvement of club operations
- Comply with FCA expectations for Cooperative & Community Benefit Society governance
- Ensure safeguarding concerns are handled appropriately

3. Scope

This policy applies to complaints made by:

- Members
- Parents/guardians
- Volunteers
- Coaches
- Staff
- Visitors or participants in OGSA activities

It covers complaints relating to:

- Conduct of members or volunteers
- OGSA decisions or governance
- Discrimination, bullying, or harassment
- Health & safety concerns
- Breaches of OGSA Rules and/or policies



OLD GRAVESENDIANS SPORTS ASSOCIATION LTD

Fleetway Sports Ground, Bronte View, Gravesend, Kent, DA12 1PX

- Service quality or communication issues

Safeguarding concerns follow the Safeguarding Policy and must be reported to the Welfare Officer immediately.

4. Principles

Fairness

All complaints are handled objectively and without bias.

Transparency

The process is clear, documented, and communicated to members.

Confidentiality

Information is shared only with those who need to know.

Protection

Complainants will not suffer retaliation or disadvantage.

Timeliness

Complaints are acknowledged and resolved promptly.

Right to Appeal

Members may appeal decisions through a structured process.

5. How to Make a Complaint

Complaints may be submitted in writing (email or letter) to the OGSA's Secretary

Mr Ian J Edmed

Fleetway Sports Ground, Bronte View, Gravesend, Kent, DA121PX

info@ogsa.co.uk

Complaints should include:

- Name and contact details
- Description of the issue
- Date, time, and location
- Names of individuals involved
- Any evidence or witnesses
- Desired outcome (optional)

Anonymous complaints will be considered where possible, though investigation may be limited.



OLD GRAVESENDIANS SPORTS ASSOCIATION LTD

Fleetway Sports Ground, Bronte View, Gravesend, Kent, DA12 1PX

6. Complaints Process

Step 1 — Acknowledgement (within 48 hours)

The OGSA Secretary:

- Acknowledge receipt
- Confirm who will handle the complaint
- Outline the next steps

Step 2 — Initial Review (within 14 days)

The OGSA Director or Officer who has been assigned the complaint will:

- Review the complaint
- Determine whether it is:
 - A general complaint
 - A safeguarding concern
 - A disciplinary matter
 - A governance issue
- Decide whether informal resolution is possible

Step 3 — Investigation (within 30 days)

If formal investigation is required:

- Interviews may be conducted
- Evidence may be collected
- Relevant policies will be reviewed
- A written record will be kept

Investigations involving safeguarding follow statutory guidance.

The Management Committee of the OGSA shall be informed of all complaints, which shall be recorded in the minutes of a Management Committee meeting. Complainants have the right to have their personal details redacted.

Step 4 — Outcome

The complainant will receive a written outcome including:

- Summary of findings
- Decisions made
- Actions taken



OLD GRAVESENDIANS SPORTS ASSOCIATION LTD

Fleetway Sports Ground, Bronte View, Gravesend, Kent, DA12 1PX

- Any recommendations

Possible outcomes include:

- No action
- Mediation
- Apology
- Training or guidance
- Behaviour contract
- Suspension or removal from the OGSA
- Referral to external authorities

Step 5 — Appeal (within 14 days of outcome)

Members may appeal if they believe:

- The process was unfair
- Evidence was overlooked
- The decision was unreasonable

Appeals are reviewed by a separate panel of committee members not involved in the original investigation.

The appeal decision is final.

7. Safeguarding Complaints

Complaints involving children or vulnerable adults are treated as safeguarding concerns and must be reported immediately to the **Welfare Officer**.

These may be referred to:

- Social services
- Police
- NSPCC
- National governing bodies

Safeguarding complaints follow the Safeguarding Policy, not the general complaints process.

8. Data Protection

All complaint records are handled in accordance with UK GDPR:

- Stored securely
- Access restricted



OLD GRAVESENDIANS SPORTS ASSOCIATION LTD

Fleetway Sports Ground, Bronte View, Gravesend, Kent, DA12 1PX

- Retained for 6 years
- Shared only on a need-to-know basis

9. Vexatious or Malicious Complaints

The OGSA may act if a complaint is found to be:

- Deliberately false
- Malicious
- Intended to cause disruption

This may include disciplinary measures.

10. Policy Review

This policy is reviewed annually or sooner if:

- FCA guidance changes
- Governance issues arise
- Complaints indicate a need for improvement

Version Control: Document History				
Version	Date	Owner	Description	Review date
V1.0	27 th August 2026	Ian Edmed	Complaints Policy approved by Management Committee	27 th August 2027