

# CLONMEL ROWING CLUB

## Complaints and Disciplinary Procedure



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## Contents

Introduction.....	3
Purpose.....	3
Scope .....	3
WHAT WE EXPECT FROM YOU .....	3
1 ... Informal concerns .....	3
Approach the Individual.....	4
Seek Mediation .....	4
Document the Interaction.....	4
2 ... HOW TO RAISE A CONCERN FORMALLY .....	4
Submit a Written Complaint.....	4
Acknowledgment of Complaint .....	4
Investigation .....	4
Outcome Notification .....	5
Right to Appeal .....	5
Conclusion.....	5
Summary of process:.....	6



## Introduction

This document outlines the procedure for addressing concerns or complaints within Clonmel Rowing Club. The aim is to ensure that all issues are handled effectively and respectfully, promoting a positive environment for all members. The procedure includes both informal and formal resolution methods.

## Purpose

To provide a clear framework for members to voice their issues and to ensure that all complaints are handled fairly, promptly, and confidentially.

## Scope

This procedure applies to all members, coaches, staff, and volunteers associated with Clonmel Rowing Club.

This procedure is to be used in conjunction with the **Irish Sports Council Code of Ethics and Best Practice for Youth Sport**

## WHAT WE EXPECT FROM YOU

In times of trouble or distress, some people may act out of character. There may have been upsetting or distressing circumstances leading up to a concern. We do not view behaviour as unacceptable just because someone is forceful or determined.

We believe that all individuals have the right to be heard, understood and respected.

However, we also consider that our officials have the same rights. We, therefore, expect you to be polite and courteous in your dealings with us. We will not tolerate aggressive or abusive behaviour, unreasonable demands or unreasonable persistence.

This Procedure does **not** apply to the following:

- ❖ Complaints of child welfare, abuse, or suspected child welfare are handled by the Child welfare officers separately.

## 1 ... Informal concerns

If possible, we believe it is best to deal with things as soon as possible and in the easiest and most direct way. If you have a concern, raise it with the person you are dealing with. That person will try to resolve it for you there and then. However, they may need time to investigate, and in that case, they may request your contact details so that they can get back to you later.

There will also be a centralised contact email for a designated person to make a concern known to which will also be listed on the CRC website. This will typically be the Club Welfare Officer.

If the person dealing with your concern can't help, they will explain why, and you can then ask for your concern to be formally investigated if required. You will then be directed how to do so.

If there are any lessons to learn from addressing your concern, the officer will draw them to the attention of the CRC management committee governance team.



## Approach the Individual

**Talk Directly:** Members are encouraged to first address their concerns directly with the individual involved (e.g., coach, fellow member) in a respectful manner. All parties shall listen respectfully and must endeavour to resolve the situation through constructive engagement. This can often resolve issues quickly and amicably.

**Example:** If a member feels that a coach is being unfair during practice, they should approach the coach after practice to discuss their feelings and seek clarification.

## Seek Mediation

**Involve a Third Party:** If direct communication does not resolve the issue, the member can request mediation from a designated club representative (e.g., welfare officer, team captain, chairperson).

**Example:** If the member still feels unsatisfied after discussing the issue, they can ask the captain to mediate a conversation with the coach.

## Document the Interaction

**Keep Records:** Members are encouraged to document the informal discussions, including dates, times, and outcomes, to provide context if the issue escalates to a formal complaint.

# 2 ... HOW TO RAISE A CONCERN FORMALLY

If the informal resolution does not yield satisfactory results, members may proceed with the formal complaint process.

## Submit a Written Complaint

**Format:** The complaint should be submitted in writing to the Club Welfare Officer.

. The complaint should include:

- Member's name and contact information.
- Date of the complaint.
- A detailed description of the issue, including relevant dates and individuals involved.
- Any documentation related to the complaint (e.g., informal resolution attempts).
- A complaint form is available to download or can be requested from the welfare officer.

**Example:** A member can write a structured email stating, "I am writing to formally complain about the treatment I received from Coach X during practice sessions on [dates]. I attempted to resolve this informally by discussing the issue with Coach X and [Team Captain], but I feel that the issue remains unresolved."

## Acknowledgment of Complaint

**Timely Response:** The complaint officer will acknowledge receipt of the formal complaint within 7 calendar days.

## Investigation

**Review:** The complaint officer will conduct an investigation, which may include:

Interviewing the complainant and the individuals involved

Reviewing any relevant records or evidence



**Timeline:** The investigation should be completed within 21 calendar days, and the complainant will be kept informed of progress.

## Outcome Notification

**Decision:** After the investigation, the complaint officer will communicate the findings and any actions taken to the complainant in writing. This notification will include:

- A summary of the investigation process
- The findings
- Any actions to be taken (if necessary)

## Right to Appeal

**Appeal Process:** If the complainant is not satisfied with the outcome, they have the right to appeal the decision. The appeal must be submitted in writing within 14 calendar days of receiving the outcome notification.

**Appeal Review:** An appeals committee will review the case and provide a final decision within 21 calendar days. Any new evidence will be reviewed. This decision will be communicated in writing.

### Confidentiality

All complaints and investigations will be treated with the utmost confidentiality. Information will only be shared with those directly involved in the resolution process.

### Non-Retaliation

The club prohibits retaliation against any member for filing a complaint or participating in an investigation. Any instances of retaliation should be reported immediately and will be addressed accordingly.

## Conclusion

By following this procedure, we aim to foster a culture of respect and open communication within the club. All members are encouraged to utilize this process to ensure their concerns are heard and addressed appropriately.

Clonmel Rowing Club can only accept and address complaints from registered members eighteen years or older. A complaint on behalf of a minor may be submitted by their parent or guardian.

For any complainant/respondent or witness under the age of 18 years.

- They shall be accompanied by their parent or guardian at any Hearing.
- Are obliged to be present at a Hearing save for exceptional circumstances.
- May be obliged to give evidence (either in writing or at the Hearing, depending upon the circumstances).
- Steps should be taken to ensure the fair treatment of both parties, and advice should be sought, if necessary, from the Club Children's Officer.



## Summary of process:

The following summarises a typical complaint and the disciplinary process at club level.



