



D.I.S.C COMPLAINTS PROCESS

We aim to manage complaints appropriately, fairly and consistently.

Niggles

As club members, we all have times when we need to share our niggles, and it is often best to do so before they escalate into something larger. It is important for DISC to know parents/members concerns as we value the partnership between home and the club. To help parents/members to know who to talk to about any issues the process is outlined below. There are a number of options available to you:

- 1) If the 'niggle' is in relation to something that is happening on the ice, the first point of contact must be your / your child's coach.
- 2) If you are not satisfied with the outcome from the above step; you should talk to the programme director.

If you still are not satisfied with the outcome after talking to the programme director or it is a more generic issue you should talk to the **DISC Protection Officer or President of DISC**. You can contact the President and/or DISC protection officer formally – please see the process for making a complaint, below.

It is important to remember that we all have DISC member's best interests at heart.

When a formal complaint is received by DISC, the following steps will be taken;

- 1) Acknowledgement to the person that the complaint has been received
- 2) A decision will be made to decide who will deal with the complaint, what priority it will be given, and when it should be completed if the matter cannot be resolved immediately.
- 3) The investigating committee will determine what action needs to be taken to consider the complaint and who needs to be consulted.
- 4) The outcome will be documented and the person making the complaint will be informed. This includes providing reasons for any decisions made or remedies offered, recording the complaint and its outcome, and reporting to the necessary bodies/ parties as appropriate.

Fairness

We believe our complaints handling process allows:

- 1) All complaints to be judged fairly on their merits. This could involve bringing in an independent investigator from outside the club if appropriate.
- 2) Confidentiality to be protected, with the complaint considered in private and information only disclosed if necessary to properly review the matter of concern
- 3) Anyone to comment on any proposed finding that is adverse to them before that finding is confirmed.

TO MAKE A FORMAL COMPLAINT: You should contact **the DISC Protection Officer and/or DISC President formally**; by sending a letter outlining your concerns for consideration and discussion. Your letter should be addressed to the above, labelled 'In Confidence', and either posted or handed to a committee member who will pass it on unopened.

DISC PROTECTION OFFICER – JESSICA PHILLIPS

PRESIDENT – VIRGINIA CATHRO