

Complaints and Disciplinary Policy

Manchester Triathlon Club (the “Club”) has the terms of membership which it expects its members to comply with both at sessions and at events when representing the Club racing, volunteering, or by wearing Club kit. This policy sets out the procedure for handling and responding to complaints and for any breaches in the terms of membership.

Complaints

A complaint can be made against any member, volunteer, committee member or official of the Club, where it is considered that the person’s actions amount to a breach of the terms of membership, the Committee Code of Conduct, any other Club policy or inappropriate behaviour, action or inaction.

Informal Complaints Process

Where a member has concerns in relation to the behaviour, actions or inaction of another member or thinks that they may be breaching any Club policies, Code of Conduct or terms of membership, then they can have an informal discussion with the Welfare Officer or any other member of the Committee if more appropriate.

The Welfare Officer (or the relevant Committee member) shall listen to such concerns and discuss any options or next steps that may be appropriate with the member, which may include a formal complaint – see below.

The Welfare Officer may speak to other Committee members as they consider appropriate and/or to British Triathlon for advice on the situation and next steps.

Formal Complaints Process

Prior to making a formal complaint members should attempt to resolve the complaint between themselves or in consultation with the Welfare Officer – see above for informal process. Where that is not possible or appropriate, then a formal written complaint can be made to the Clubs Welfare Officer or Club Secretary. The complaint should be sent to :
welfareofficer@manchestertriathlonclub.org.uk and/or
secretary@manchestertriathlonclub.org.uk

If, the complaint relates to the Welfare Officer or the Secretary then the complaint can be made to any other member of the Committee. The members of the Committee can be found on the Club’s Website: [Committee & Key Contacts | Manchester Triathlon Club](#)

If the complaint, allegation or reports of malpractice relates to abuse or to the welfare of children or vulnerable adults, these will be recorded and responded to swiftly and appropriately in accordance with the Club's and relevant Governing Bodies safeguarding policy and procedure. Any reports should be made to the Welfare Officer at welfareofficer@manchestertriathlonclub.org.uk

If the complaint indicates that a criminal activity may have taken place then the committee will consider the complaint and if necessary report it to the Police.

Full details of the complaint should be provided in writing and should include but not limited to: (i) the details of the incident; (ii) when and where the incident took place; and (iii) the names of any witnesses to the incident.

Handling of the Complaint

On receipt of a complaint, the Welfare Officer or Secretary will appoint a complaints panel, which will consist of two other members of the committee to consider the complaint (the Panel). There will be three committee officers in total on the Panel.

The Panel will treat the complaint as confidential and will not discuss or share the details of the complaint to anyone else unless it is necessary to seek advice or because they were involved in or witnessed the incident. The members of the Panel will declare if they have any conflict of interest in relation to the complaint or the people involved or named in the complaint and excuse themselves and another committee member will be appointed.

The Panel will take such steps as they consider necessary to investigate the complaint that has been received, which may include but not be limited to speaking to the complainant, the witnesses or seeking any advice that they consider necessary. The Panel will seek to find the truth in the complaint and all parties have the right to participate and provide information.

The Panel will seek to complete their investigation and hearing of the complaint within a reasonable timescale.

Once the Panel are satisfied that they have all the information in relation to the complaint then they will consider the matter and determine a suitable outcome for those involved.

Following the determination of the Panel, the decision can be appealed by either party involved in the complaint, which will follow the process set out below.

Disciplinary Procedure

Any reports about or incidents of inappropriate or improper behaviour by any members either at sessions or at events whilst wearing Club kit that could bring the Club into disrepute or reflect badly on the Club, should be reported to the Secretary or Welfare Officer in writing as per the procedure above for a complaint or can be actioned independently by the committee.

A panel of three committee members (including the Secretary or Welfare Officer (as appropriate for who received the complaint)) (the Panel) will investigate the matter to determine the truth. The members of the Panel will declare if they have any conflict of interest in relation to the complaint or the people involved or named in the complaint and excuse themselves and another committee member will be appointed.

The Panel shall have to the power to carry out such investigation as they consider appropriate to determine if there has been a breach of any of the Club rules.

Once the Panel have completed their investigation they have the power to:

- Issue a verbal warning;
- Issue a written warning;
- Suspend the member for a set period of time from taking part in activities with the club; or
- Recommend the removal of the membership on a permanent basis.

If the decision is to expel the member(s), then the recommendation should be put to the full committee to be confirmed, with the Panel excluded from the vote. A majority decision of the full committee will be required to ratify the decision to expel a member.

The decision will be communicated to the member(s) involved.

The member(s) may appeal in writing within five days of the decision to the Secretary and in which case the Appeal Process, set out below, will be followed.

Appeal Process


If a member wishes to appeal the decision of a Panel, then they must write to the Secretary within 5 days of the decision being communicated to them, detailing the reasons for the appeal and any additional evidence they wish to be considered.

If an appeal is received the Secretary shall convene a second panel of committee members to hear the appeal (the Appeal Panel). The Appeal Panel will be made up of different committee members to the Panel.

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The Appeal Panel shall review the information collected by the Panel and carry out such investigations as it considers necessary in order to reach a decision.

The Appeal Panel has the ability to either uphold the decision made by the Panel or issue a new decision. In either case, the outcome and the decision shall be communicated to the member(s) involved. There shall be no further right of appeal.

Adopted			
Signed:		Date:	01/07/25
Print Name:	Geraint Morris	Position:	Chair
Reviewed			
Date:			
Signed:		Position:	
Reviewed			
Date:			
Signed:		Position:	
Reviewed			
Date:			
Signed:		Position:	