



## Naomh Olaf GAA Club

### Complaints Procedure

#### Objective

Naomh Olaf GAA Club aims to provide an effective complaints procedure to ensure the efficient, transparent and fair processing of complaints made against Officers, Mentors, Managers, Members (playing or non-playing) and supporters of the club. Where appropriate, Naomh Olaf encourages anyone who might be contemplating raising a complaint through this process to attempt to resolve the issue directly with the subject of the complaint, rather than invoking this procedure.

#### Scope

- This Complaints and Appeals process covers all written complaints made against Officers, Officials, Mentors, Managers, Members (playing or non-playing) and Supporters of the Club. It is envisaged that this will cover allegations of Misconduct, Bullying, Intimidation, Inappropriate behaviour and Damage to property that impinge on the operation of the Club and matters arising from Article 5.11.1 of the Club Constitution.
- Allegations of child abuse are excluded from this process. Any such allegations will be dealt with in accordance with the Child Protection Guidelines published for this purpose by Cumman Lúthchleas Gael. If the complaint involves suspected abuse or a criminal offence the children's officer/designated person deal with the allegation and the statutory authorities will then be informed where appropriate and in accordance with the Child Protection Guidelines.

#### Complaints

All complaints that are to be covered by this process must be submitted in writing to the Club Secretary – **verbal complaints will not be accepted.** Complaints should be made as soon as practicable after the incident that gave rise to the complaint.

#### Conduct Committee

1. The Executive shall establish a Sub-Committee(S/C), comprising 3 persons including one member of the Executive, who do not have a conflict with the complaint or the parties thereto. The Executive may also appoint a 4<sup>th</sup> person who shall have no role in decision making but will take notes of the meetings of the S/C.
2. The S/C are empowered to conduct an enquiry into Complaint and prepare a report for consideration by the Executive, with recommendations as to findings but not sanctions in the event that the complaint is upheld.

3. S/C will notify the Complainant in writing that it has been delegated to conduct an enquiry into the Complaint..
4. S/C may seek a further statement from the Complainant accompanied by such further witness statements that the Complainant would like the S/C to consider within 3 days.
5. The S/C will forward a copy of the Complaint , and witness statements and such further documents provided by the Complainant to the named third party in advance of any hearing and notify the third party and the Complainant of a date for the hearing.
6. The S/C will not consider any statement which has been supplied and will only consider oral evidence given at the hearing. The Complainant will only be entitled to be accompanied by a Club Member at the hearing and any such witnesses referred to above.
7. The named third party will be entitled to attend the hearing with one Member only and such witnesses as the third party wishes to give evidence to deal with the Complaint made against him/her.
8. It is a matter for the third party and the Complainant to ensure the attendance of witnesses, if any. Adjournments will only be considered in exceptional circumstances.
9. If the either the third party or the Complainant require CCTV evidence they must request same in advance.
10. At the Hearing either the third party or the Complainant may request one or more of the S/C to recuse themselves by reason of conflict and must give reasons for the request. It will be a matter solely for the S/C to determine whether the named member of the S/C has a conflict and accede to or refuse the request. If the request is acceded to then the Executive will be requested to reconstitute the S/C.
11. The S/C will hear the evidence of the parties and such witnesses and such other documentation as may be adduced by the parties. The third party is entitled to question the Complainant and the Complainant's witnesses..
12. The S/C will compile a report following the hearing and submit same with it's recommendations as to findings whether the Complaint ought to be upheld or dismissed. It is not within the remit of the S/C to recommend sanctions to the Executive.
13. The Executive will consider the report and recommendations and make a decision whether to uphold or dismiss the Complaint in it's absolute discretion. If a decision is to uphold the Complaint, then the Executive shall impose such sanctions as it feels appropriate for the offence deemed to have been committed. An Rúnaí will write to the parties with the result.

14. If the Complaint is upheld the third party shall have a right to appeal the decision of the Executive within 7 days of notice of Decision of The Executive ~~is sent~~ to the third party, to the County Board Hearings Committee.