

Clubs Complaints Process

1) The individual can submit a complaint, in writing (e.g. via email), to one or more of these committee members of the Oxford University Lacrosse Club: the President, Captains and Welfare Reps. If assistance is needed from committee members who were not contacted, the individual's name will be kept anonymous. However, in certain situations the committee member contacted may ask the individual to share their name. If the individual is not comfortable contacting any of these options, they can skip to (5).

President Yolanda Gradillas oxfordlacrossepresident@gmail.com

Mixed Captains Ed Lucas oulcmixedblues@gmail.com

Olivia Hamilton

Women's Captains Josephine Hibou oulcwomensblues@gmail.com

Tilly Pearse

Men's Captains Trent Bunker

Bradley Varaden oulcmensblues@gmail.com

Welfare Reps Emma Boaler

2) The committee member contacted will respond promptly (usually within 48 hours) to acknowledge the complaint. However, if you have not had a response within 3 working days, skip to (5). The committee member's response should outline the complaint review process (i.e. how the complaint will be dealt with) and a deadline for when the member should receive a written outcome by. The individual can expect to receive a written outcome within 14 days, but complicated issues may require longer. If the individual is unhappy with the complaint review process or deadline, they should skip to (5). If the individual wishes to add to their complaint, then they should add to their original statement, again in writing, and the deadline should be revised to give the committee member enough time to deal with the additional details.

3) If required, the committee member will first carry out an investigation into the situation. The investigation will be done as discretely and anonymously as possible. Names and identifying comments will be removed from any complaint details shared to other committee members, the Senior Member or the Sports Federation, unless the individual has given their permission to include them. If questions are answered in person or on the phone during the investigation, they will need to be recorded in some way. The investigation should take a maximum of 7 days, and if it is going to take longer to investigate, the committee member must communicate this to the individual more than 48 hours before the deadline for the written outcome.

4) The outcome will then be written by the committee member and should include an acknowledgement of the complaint submitted, the findings of their investigation, any measures to be put in place in response and the next step is the individual is unhappy with the conclusion. If no measures are to be put in place, it should be made clear why that is the conclusion of the investigation. If the individual accepts the response, then the process concludes here. However, the written outcome will also outline the **next step (5)** if the member is unhappy with the conclusion.

5) The individual can contact the Club's Senior Member or will be directed to the Club's Senior Member to escalate their complaint in writing. If the complaint is being escalated, a copy of their original complaint and a copy of the response from the committee member should be included. If the individual is not comfortable contacting the Senior Member, or they have not responded within 3 working days, skip to (8).

Senior Member

Jon Roycroft Jon.roycroft@sport.ox.ac.uk

6) If (2) and (3) have been skipped, the Senior Member should complete these. If these steps have not been skipped as the complaint has been escalated, The Senior Member may repeat (2) and (3) and investigate further, but only if they feel it is necessary. The Senior Member may seek advice from the Sports Federation, but the complaint will remain as discrete and anonymous as possible. The Senior Member should complete (4) and review, in writing, the original complaint and the response from the committee member. If the individual accepts the response, then the process concludes here. However, the written outcome from the Senior Member will also outline the next step (7) if the individual is not happy with the conclusion.

7) If the individual is unhappy with the conclusion or the process from the committee member contacted and/or the Senior Member, they should be directed to escalate their complaint to the Sports Federation, in writing. A copy of their original complaint and a copy of the response from the committee member and/or Senior Member should be included. The Sports Federation will only review a sports club complaint if the committee member and/or Senior Member have been contacted and has documentation, in writing, to show how the complaint has been dealt with. If a complaint has not gone through this process yet, the member will be redirected to the club to raise their complaint.

Sports Federation

General sportsfed@sport.ox.ac.uk

Andy Taylor (if confidential) andrew.taylor@sport.ox.ac.uk

8) The Sports Federation will acknowledge the escalated complaint within 3 working days and will outline the complaint review process and a deadline by which the individual will get a written response. Then, the Sports Federation will review the original complaint, the response, the escalation and the second response, before deciding if they are satisfied with the outcome. Usually within 14 days but can be longer for complicated issues. They may repeat (2) and (3) and investigate further, but only if they feel it is necessary. The Sports Federation will respond, in writing, to the escalated complaint and acknowledge the issues raised, outline the findings of their review and/or investigation and conclusion. However, the written outcome from the Sports Federation will also outline the next step (9) if the individual is not happy with the conclusion.

9) If the member is still unhappy with the conclusion or the process, they should be directed to escalate their complaint to the Proctor's Office, who oversee student compliance with University policies and regulations. This can only be done if the complaint is about a University student or a University member of staff. If the complaint is about a coach or a community member, then the process stops at Step 10. The Proctors Office will only review a sports club complaint if it has already gone through the process above and has documentation, in writing, to show how the complaint has been dealt with. If a complaint has

not gone through this process, the member will be redirected to the club to raise their complaint.