

MX Fencing Club

Sabre Fencing Club in Kent

mxfencing@gmail.com

**Complaints Policy and Procedure**

At MX fencing Club it is our aim to create an environment where coaches, fencers, committee members and parents feel at ease and for everyone to feel that their rights are respected. We would like everyone to feel comfortable in challenging anything that they feel is unacceptable or that is bothering them personally. The first step is address this informally with a coach or a welfare officer/champion. Where this is not appropriate, the following 3 level escalation procedure should be followed.

**Procedure for making a complaint – for coaches, fencers, parents and other club members**

**Level One – Verbal complaint**

If an informal complaint has not been successful or was not appropriate to your complaint, then an official verbal complaint should be made in level 1 via a meeting. You should address your concerns to either a coach, Chair person, or Welfare Officer stating that you are making an official verbal complaint. You are welcome to be accompanied during this meeting. If your complaint is not resolved during this time, then you may move forward onto level 2.

**Level 2 – Complaint in writing**

If you are not satisfied with the outcome of the level 1 meeting, then a formal complaint should be made in writing and addressed to the Chair of MX Fencing Club – Catherine Greene or the Welfare Officer – Rob Shimmin. This should be sent to the mxfencing@gmail.com address stating FAO Chair or Welfare Officer in the subject line.

**Level 3 – Formal meeting**

Your complaint will be responded to within 2 weeks of receipt by either the Chair or Welfare Officer. You will be invited to attend a meeting with members of the MX Fencing Club committee. This meeting will give you an opportunity to voice your concerns in the presence of committee members and to come to a satisfactory conclusion. You are welcome to bring someone with you when attending this meeting. Any decisions concluded in this meeting are final.

Written: August 2023

Reviewed: