



Coaches will attempt to resolve a complaint or incident informally with all parties involved when possible. If it is not possible an Incident Form must be completed by the complainant, the coach and all relevant parties involved.

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

The Executive will, each year establish and maintain a Conduct Committee of four Members who are not members of the Executive and one member of the Executive. In order for a meeting to be valid a quorum of three Members and one member of the Executive must be present. The committee will appoint its own chairman. If a conflict of interest exists for any member of the committee in dealing with a particular complaint, the Club Chairman in consultation with the Officers will appoint a replacement for that investigation only.

General

- Where the subject of a complaint, or other parties involved in the investigation of a complaint are less than 18 years old, all communication will be directed to the Parents or Guardians, (where joint guardians are involved, both should be contacted and agreement sought to deal with one only).
- It is expected that apart from exceptional circumstances, the complaint should be disposed of, and any resulting actions decided within three months of initiation.
- At the conclusion of its investigation, the Conduct Committee will prepare an agreed report outlining the complaint, evidence heard and its conclusions and recommendations, this report will be passed to the Club Secretary to retain for three years from the conclusion of the investigation. Records of old investigations will be passed to the incoming Secretary following each AGM.
- All Members of the Club are required to co-operate with the Conduct Committee in their conduct of an investigation. The Executive will be free to take any action believed appropriate on foot of such a report without the need to initiate a formal complaint.

Sequence

1. When the Club Secretary receives a written complaint, it will be promptly acknowledged in writing. The complainant will be advised of the Club Procedure.
2. The Secretary refers the complaint to the chairman of the Conduct Committee.
3. The Chairman of the Conduct Committee (or any member designated by the Chairman) advises the subject of the complaint of the allegation and invites the member about whom the complaint has been made to meet with the Conduct Committee.
4. The Conduct Committee may inquire into any matters it deems relevant to the complaint and require the complainant, and any other member(s) it considers necessary to its investigation, to meet with the Committee.
5. The Conduct Committee, having carried out its investigation of the complaint, prepares an agreed report and recommendation for the Executive.
6. The Executive decides on the sanction to apply, if any, and advises the subject of this in writing to include the reasons for applying the chosen sanction. The subject is also advised of the appeal procedure as provided for in the Club Constitution.

Coaches, Parents/Guardians, and Players are asked to co-operate with the club and all Codes of Behaviour, Policies and Procedures as directed by the GAA.