



Coventry Cycle Speedway Complaints Procedure 2021

Coventry Cycle Speedway Club has worked hard to foster an 'open door' policy and it is hoped that any problem can be dealt with swiftly to a satisfactory conclusion for all concerned.

It is therefore of utmost importance that if there should be a problem that occurs, then it can be dealt with through effective communication. In the event of a

Complaint being made against Coventry Cycle Speedway Club, the club suggests that, should a matter arise, the following processes are followed until a satisfactory conclusion has been reached:

Riders Complaints:

These should be directly to the Team Manager and/or Welfare Officer as soon as an issue arises.

Non-riders (including parents) Complaints:

These should be communicated to the Club Welfare Officer informing them of what has taken place. If the Welfare Officer is unable to resolve the issue, they will refer the matter to the Club Committee for discussion and resolution.

All complaints should be logged by the club and the complaint report should include:

- Details of what, when, and where the incident took place
- Any potential witness names
- The outcome agreed by all parties

Complaints brought by Coventry Cycle Speedway Club

Coventry Cycle Speedway Club has a constitution which details its policies and code of conduct that is expected of its members. If violation occurs, the club's committee will have the power to:

- Warn as to future conduct
- Suspend from membership
- Remove from membership

If the complaint is directed towards the club's committee, the member has the right to report the discrimination directly to the Secretary of the British Cycling Governing body.

CCSC Welfare Officer is Sharon Drewett – 07824 87465