

SWEFTA COMPLAINT PROCEDURE

Anyone witnessing a breach of SWEFTA rules or who otherwise has concerns about the conduct of any person or Club covered by this policy or who has suggestions about how SWEFTA might operate better may report their concerns to the Secretary in writing.

In the first instance all complaints will be treated confidentially and the Secretary will seek to establish whether the complainant wishes to provide further details and/or take the matter further on a formal basis, unless it is clear from the initial communication that a formal approach is required. It is appropriate for the SWEFTA Committee (to be known hereafter as the Committee) to enquire whether a complainant seeks informal resolution and also about the outcome that they seek to achieve.

Even if a complaint is stated as being informal or the complainant states that they do not wish for the matter to be taken further, if the complaint gives rise to a suspicion of a serious breach of safety rules, the Committee reserves the right to pass the information on to the appropriate authority.

In the event that a complaint is deemed by the Secretary and Chairman as appropriate to progress to the formal stage of the complaints procedure, the Committee shall appoint a panel of two or three members of the Committee (or such other persons as may be suitably qualified or experienced to address the matter in hand) as an Enquiry Panel to investigate and respond to the complaint. The Enquiry Panel must investigate and respond to the complaint without unreasonable delay.

The Committee may make further enquiries of the complainant and others as appropriate, seeking to maintain confidentiality to the extent reasonably achievable. However, complainants must accept that the facts or circumstances giving rise to investigation may allow a respondent to enquiries to surmise the identity of the complainant or the alleged wrongdoer. The Enquiry Panel must make efforts to ensure that it properly understands the details of the complaint and may request the complainant to attend a meeting if they deem that it is necessary and appropriate to do so.

In the event that the Enquiry Panel concludes that the complaint does not give rise to reasonable grounds to discipline a person or Club, the Enquiry Panel will respond to the complainant in writing, giving reasons for their finding. The Enquiry Panel must similarly inform the person or Club against whom a relevant allegation has been made.

The complainant has the right to appeal against the outcome of the complaint in accordance with the Appeal procedure (as detailed in the Disciplinary Procedure).

In the event that evidence is obtained that the Enquiry Panel reasonably believes should give rise to disciplinary action against a person or Club covered by this Policy, the Panel must inform the Secretary immediately. Provided that the Secretary and Chairman determine that there is a case to answer, the Secretary and Chairman must convene a Disciplinary Panel, not including those involved in the Enquiry Panel.

One member of the Disciplinary Panel may be a suitably qualified or experienced person (as determined by the Committee) who is not a Committee Member. In these circumstances, the Enquiry Panel, acting together or by a delegated member of it, may make further enquiries and shall take the investigatory role in the disciplinary process.

The response to a complaint giving rise to a formal disciplinary process must be suspended until the Disciplinary Procedure has been followed and concluded.