Complaints Procedure

The Ray Stevens Academy (RSA) will not tolerate bullying, harassment or intimidation of any kind from any person or source.
This procedure covers any necessary disciplinary action or actions as a result of a complaint or incident.
All officials, members, parents, guardians or others attending one of our venues or external venues as part of attendance on behalf of the Ray Stevens Academy are covered by this document.

**MAKING A COMPLAINT**
Complaints should ideally be put in writing and passed to the receptionist on duty or to the club welfare officer, Alison Banks, if the safeguarding or protection of a child is the subject of the complaint.
Where this is inappropriate or impracticable, complaints may be made in person to a club coach who will record the details either at the time or later where this is not possible.
All complaints will be dealt with in the strictest confidence and, where possible, the name of the complainant will not be divulged.

**INVESTIGATION**
All complaints will be investigated by a club manager or coach (s) as required.
All findings will be recorded and solutions discussed and where possible, resolved by a minimum of 2 club managers / coaches.
Discussion may be face to face, by telephone or via electronic means.
Matters involving child welfare issues will only be dealt with by those who have been suitably trained.

**RESOLUTION**
We will endeavour to resolve issues as soon as is practicable, and to communicate to the person making the complaint in a clear and concise form.
Where necessary, the resolution will be communicated to any others as may be necessary to ensure that actions are taken and followed.

**ESCALATION**
Where the complaint cannot be resolved within the club, and the nature of the complaint falls within their jurisdiction, the complaint shall be escalated to the relevant governing body.

For information on the ‘Complaints and Conduct’ procedures in relation to any complaint that may be made against a BJA Coach please refer to British Judo’s website link: http://www.britishjudo.org.uk/the-british-judo-association/governance/policies-andguidelines/conduct-and-complaints-policy/