



MANAGING GRIEVANCES IN CLUBS

SAFEGUARDING



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There will be occasions that occur in clubs where there are disagreements between members

If you can sort things out early by listening, talking things through, and helping members find a fair resolution, it's better for everyone involved and for the club overall.

Here are some helpful suggestions in managing grievances:

1. Establish a Clear Complaints Policy
Ensure the policy is accessible to all members—publish it on your website and include it in welcome packs. You can use British Judo's [Conduct and Complaints Policy](#) to help you write your own policy

2. Engage the Club Welfare Officer
This person should be trained in safeguarding and act as the first point of contact for complaints. Their role includes receiving complaints, maintaining confidentiality, and initiating the grievance process.

3. Encourage Informal Resolution First
Many issues can be resolved through open dialogue. Encourage members to speak directly with the person involved or with a coach/official before escalating.

4. Formal Complaint Process
When informal resolution fails or is inappropriate:

Submission:
Complaints should be submitted in writing, ideally using a standard form.

Acknowledgement:
Confirm receipt within a set timeframe (e.g. 5 working days).

Investigation:
Assign at least two impartial club officials to investigate. Interview all parties involved and gather written statements.

Decision:
Based on the balance of probabilities. Communicate the outcome in writing to both the complainant and respondent.

Appeals:

Allow appeals to be submitted in writing within a defined period (e.g., 7 days). Appeals should be reviewed by a separate panel or referred to the British Judo Association if necessary.

Safeguarding and Serious Allegations

Any complaint involving child protection or criminal behaviour must be escalated immediately to the appropriate safeguarding body or the police. Follow the BJA's safeguarding policies and refer to "SafeLandings" for guidance.

Record Keeping

Maintain confidential records of all complaints, investigations, and outcomes. Use these records to identify patterns and improve club culture.

Promote a Respectful Culture

Regularly reinforce codes of conduct for players, coaches, parents, and volunteers. Provide training on conflict resolution and communication.

External Support

For complex or unresolved issues, seek guidance from:

British Judo Association Safeguarding Team
Safeguarding@britishjudo.org.uk

or

BJA Complaints & Conduct Commission



