

## Flow Chart for Written Complaints

It is understood by the EFAA committee that complaints are rare however when they occur, they need to be handled swiftly to cause as little anxiety and upset as possible.

The complainant will be asked to deal only with the EFAA Secretary and the member who has been complained about will have a member of the Executive to act as their support throughout the process and they will be asked to liaise only with that committee member.

Upon receipt of a formal written complaint:

Complaint is received by a committee member/club official, who acknowledges receipt of the complaint and forwards it to the Secretary for processing.

Secretary forwards the complaint to the executive members for information (if the complaint is regarding a serving committee member refer to the EFAA book of rules) and the Safeguarding lead if not an executive member.

If the event has been reported to the Police, then the Executive will not investigate further until the Police have completed their investigation, so as not to compromise any witnesses or the investigation.

If witnesses have been or can be identified the Secretary will email to ask for their account of the events, with a timeframe for return, usually 14 days.

The Secretary will also contact the person whom the complaint is about and inform them of the complaint, ask for their version of events and offer the support of one of the committee members, who will be their liaison person and support through the process.

The executive will meet, virtually or face to face to consider:

- Accounts of all concerned
- Whether there is a safeguarding issue
- Identify the issues and any mitigating circumstances
- Was this the first complaint received about the member?
- Identify if further investigations are required and by who
- Arrange further meetings if required
- Committee support to feed back to member re next actions
- Discuss possible disciplinary action



Possible outcomes from the investigation could include but are not restricted to:

- No further action required
- A first written warning
- A final written warning
- A short or long-term suspension from the EFAA
- A short or long-term ban from National and International events (if an international ban is decided then the IFAA General Secretary will be informed by the EFAA President)
- A period of enhanced supervision or probation
- A lifetime ban from the EFAA, the executive will need to decide if the other organisations need to be made aware of the EFAA decision



The Secretary will formally write to the member and inform them of the Executives decision and of their right to appeal the decision within 28 days.

The Secretary will write to the complainant and inform them of the Executive decision, and of the members right of appeal.



Should the member appeal the decision then the full committee will meet to discuss the complaint and the member may give evidence personally, the witnesses and the complainant may also be asked to evidence.

The appeal decision is final.

The Committee aims to seek a resolution within 28 days of the receipt of the complaint. This may take longer if external bodies are involved, i.e. the Police.

Both the complainant and the member will be kept informed through the process if delays are anticipated.

The Secretary will keep records of the complaint and the outcome should further complaints be received.