



# ROSCOMMON GAELS

## COMPLAINTS / DISCIPLINARY PROCEDURE

### 1. Purpose

This policy provides a clear, fair, and transparent procedure for handling complaints and grievances within Roscommon Gaels.

It ensures:

- Issues are dealt with promptly and consistently.
- Members are treated with dignity and respect.
- Decisions are based on facts and fair process.
- Members are given the right to representation and appeal.
- Compliance with GAA governance and safeguarding guidelines.

### 2. Scope

This procedure applies to:

- All club members, officers, mentors, coaches, team managers, players, and supporters.
- Complaints relating to conduct, behaviour, bullying, harassment, intimidation, or damage to property.

### 3. Exclusion:

Complaints relating to **child welfare, abuse, or safeguarding concerns** do not fall under this policy. Such matters must be referred immediately to the Club Children's Officer or Designated Liaison Person (DLP) in line with the GAA Safeguarding Policy.

### 4. Guiding Principles

- **Fairness:** All complaints will be heard objectively and impartially.
- **Transparency:** Processes, findings, and outcomes will be clearly explained to all parties.
- **Timeliness:** Complaints will be addressed without unnecessary delay.
- **Confidentiality:** Information will be handled with sensitivity and shared only as necessary.
- **Documentation:** All stages of the process will be recorded in writing.
- **Right to Representation:** Members may be accompanied by a representative or support person at any formal meeting.
- **Right to Appeal:** Decisions may be appealed to an independent body within the club or, if necessary, through official GAA structures.

## 5. Procedure

### *Stage 1 - Informal Resolution*

- Where possible, concerns should be addressed informally between the parties involved.
- A quiet discussion with the Team Manager or relevant officer may be sufficient to resolve the issue.

### *Stage 2 - Formal Complaint*

- If unresolved, the complaint should be submitted **in writing** to the Club Secretary within **7 days** of the incident (or as soon as reasonably possible).
- The Secretary will acknowledge receipt and refer the matter to the **Complaints & Disciplinary Sub-Committee**.

### *Stage 3 - Investigation*

- The Sub-Committee will:
  - Notify the member(s) against whom the complaint is made.
  - Allow all parties the opportunity to respond.
  - Conduct interviews or gather evidence as required.
- A written report will be prepared, setting out the process followed, findings, and any proposed actions.

### *Stage 4 - Outcome*

- The Sub-Committee will communicate its decision in writing to all parties.
- Possible outcomes include:
  - No action required.
  - Informal advice or warning.
  - Formal reprimand.
  - Suspension or removal from duties.
  - Referral to County Board for further action (where applicable).

### *Stage 5 - Appeal*

- Any party dissatisfied with the outcome may appeal in writing to the **Appeals Committee** within **7 days** of receiving the decision.
- The Appeals Committee will review the case and may uphold, vary, or overturn the original decision.
- The decision of the Appeals Committee is final at club level.
- Further appeals may be made through GAA Official Guide procedures (County, Provincial, or Central Hearings/Appeals Committees, and ultimately the Disputes Resolution Authority).

## 6. Education & Awareness

- This policy will be made available to all members via the club website, handbooks, and notice boards.
- New members, mentors, and coaches will be briefed on the procedure as part of induction.
- Annual awareness sessions will be held to remind members of their rights and responsibilities.

## **7. Governance & Compliance**

This policy operates in line with:

- **The Club Constitution**
- **The GAA Official Guide (Part 1, Chapter 7 - Enforcement of Rules)**
- **The GAA Code of Behaviour (Underage)**
- **GAA Safeguarding and Child Protection Guidelines**

Where there is conflict between this document and the Official Guide, the Official Guide shall prevail.

## **8. Review**

This policy will be reviewed every **two years** (or sooner if required by changes in GAA policy or legislation).