

# Spectrum Roller Skating Club (Academy)

## Disciplinary and Complaints Policy

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### 1. Introduction

1.1 **Spectrum Roller Skating Club** ("Academy") is committed to ensuring a positive and respectful environment for all members, participants, staff, and volunteers. This policy outlines the procedures for handling disciplinary matters and complaints to ensure fairness and transparency.

1.2 The Academy expects everyone associated with it to adhere to its Code of Conduct and to address issues or concerns in a constructive and respectful manner.

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### 2. Scope

2.1 This policy applies to all members, skaters, coaches, staff, volunteers, and any other individuals associated with the Academy.

2.2 This policy covers:

- **Disciplinary matters:** Breaches of the Academy's Code of Conduct or rules.
  - **Complaints:** Concerns about the conduct, decisions, or actions of the Academy or its representatives.
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### 3. Disciplinary Procedures

#### 3.1 Minor Breaches

For minor breaches

- The relevant coach will address the issue informally, through discussion with the individual concerned.
- If informal resolution is not successful, a formal warning may be issued.

#### 3.2 Serious Breaches

For serious breaches (e.g., violence, discrimination, serious misconduct):

- The individual may be temporarily suspended or expelled from activities

#### 3.3 Disciplinary Outcomes

Possible outcomes include:

- **No further action.**
- **Formal warning** (written).
- **Suspension** from Academy activities.

- **Expulsion** from the Academy.
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## **4. Complaints Procedures**

### **4.1 Making a Complaint**

- Complaints can be made by members, parents, staff, or anyone associated with the Academy.
- Complaints should be submitted in writing to the Academy.

### **4.2 Initial Review**

- The **Academy** will acknowledge receipt of the complaint
- An initial assessment will be made to determine whether the complaint falls within the scope of this policy.

### **4.3 Investigation**

- If the complaint is within scope, an investigation will be conducted, which may involve interviewing relevant parties and reviewing evidence.

### **4.4 Outcome**

- After the investigation, a written response will be provided to the complainant outlining the findings and any actions taken.
- Possible outcomes may include no further action, changes to procedures, or disciplinary action against individuals involved.

### **4.5 Appeals Process**

- If the complainant is dissatisfied with the outcome, they may appeal the decision.
  - Appeals must be submitted in writing to the **Academy** within 14 days of receiving the outcome.
  - The **Academy** will review the appeal and provide a final decision.
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## **5. Confidentiality**

5.1 All disciplinary and complaints procedures will be conducted with the utmost confidentiality. Information will be shared only on a need-to-know basis.

5.2 Records of disciplinary actions and complaints will be kept securely and in compliance with data protection regulations.

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## **6. Monitoring and Review**

6.1 The Academy will monitor the effectiveness of this policy by reviewing incidents, feedback, and outcomes.

6.2 This policy will be reviewed annually to ensure it remains relevant and effective, and to incorporate any changes in legislation or best practice.

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## **7. Conclusion**

The Academy is dedicated to ensuring that all issues of conduct and complaints are handled fairly and transparently. By following this policy, the Academy aims to maintain a positive and respectful environment for all.

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## **Approved**

Date: 01.09.24

Reviewed & Amended 12.09.25

**Tracy Stevens**