



Complaints Procedure

The Club Coach is elected at the AGM and is the person nominated to promote and develop ice speed skating for all members regardless of age or ability and is responsible for all areas of this programme.

Ice Sessions

The Club Coach is responsible for and in charge of all ice sessions and competitions. If the Club Coach will not be present at any ice session an Assistant Coach will be nominated by him to take charge of the session in his absence. The person, so nominated, will take charge of the session and will follow a training schedule provided by the Club Coach.

Any person having an issue, of any kind whatsoever, about an ice session should bring this to the attention of the Club Coach as soon as possible.

Off-ice Sessions

The Club Coach is responsible for, and in charge of, all off-ice sessions. If the Club Coach will not be present at any off-ice session an Assistant Coach will be nominated by him to take charge of the session in his absence. The person, so nominated, will take charge of the session and will follow a training schedule provided by the Club Coach.

Any person having an issue, of whatever kind, about an off-ice session/competition should bring this to the attention of the Club Coach as soon as possible.

If any member of the Club has a concern or complaint of any kind regarding the running/governance of the Club in any way, it should be dealt with using the following set of guidelines:

1. If, after approaching the Club Coach regarding an issue on-ice or off-ice or at a competition it is felt that the matter has not been resolved then this should be put in writing to the Club Secretary, who will confirm receipt of the concern/complaint. This will in turn be advised to the Committee who will look at the concern/complaint and reply within 28 days from receipt by the secretary.
2. Any concerns not directly related to on-ice/off-ice sessions should be advised in writing to the Club Secretary, who will confirm receipt of the concern/complaint. This will in turn be advised to the Committee who will look at the concern/complaint and reply within 28 days from receipt by the secretary.

If, after following the above procedure (and having adhered to the skater's code of conduct where applicable) it is felt there is no satisfactory solution at club level then appeal may be made to the National Governing Body.