MAIDSTONE RUGBY

www.maidstonerugby.org.uk

COMPLAINTS PROCEDURE

2009

Player Complaints Procedure

PROCESS	TIME-SCALE
INFORMAL PROCESS	
• Discuss complaint with person involved.	
• If the matter is not resolved, proceed to Stage One of the Formal Process	
FORMAL PROCESS	
STAGE ONE	
• Discuss complaint with Captain/Coach	Within 5 working days
• If no resolution, the complaintee should write to the Director of Rugby • A meeting will be convened.	Within 5 working days
• If no resolution, got to Stage Two.	
STAGE TWO	
• Issue brought to the attention of the Chair and raised at formal meeting of the Executive Committee.	Within 5 working days
• Meeting convened with Chair and Director of Rugby • Resolution sought.	Within 10 working days