



## Issue Resolution and Escalation Policy

### 1. PURPOSE

This policy is aimed at providing all Wootton Bassett Town Football Club members with a clear process for the raising and where relevant the escalating of issues.

### 2. SCOPE

The scope of this policy covers all WBTFC activities, members and personnel.

### 3. RESPONSIBILITY

Responsibility for the raising of issues rests with the member(s) that recognise or discover the issue, whether that issue is directly affecting them or not. The responsibility for consideration and resolution of the issue rests with the appropriate WBTFC coaches and/or officers

### 4. PROCEDURE

STAGE 1:- Any issue should in the first instance be raised with the WBTFC volunteer (coach, manager, or officer) responsible for that activity. For example should you have concerns regards bullying of members during a team activity then raise those concerns with the teams coach and/or manager. The responsible WBTFC volunteer will give due consideration to the matter raised and inform the person of the results of their review of the matter or inform that they have escalated the issue to stage 2 of the policy, and will inform the Section Head of the club in which the activity or member is part. At this stage if the person raising the issue is unsatisfied with the result of the review they can ask for the matter to be escalated to stage 2.

STAGE 2:- The Head of the relevant section will be passed all information on the matter, seek clarifying information as required, and give due consideration to the issue. The section Head may choose to meet with all parties as relevant through the process of consideration of the issue raised. On completion of the review the section Head will respond as appropriate to all parties. Should the section Head regard the matter have significant club level implications then they will escalate to stage 3 by reporting the matter to the club Chairman. Escalation to the Chairman is also the final stage of escalation for complainants should they be dissatisfied with the section Heads review.

STAGE 3:- The Chairman will be fully briefed on the matter by the section head and relevant WBTFC volunteer, and will meet with the complainants to understand the concerns and why the matter has been escalated to stage 3. If appropriate the Chairman may convene a meeting of 3 club officers to review the matter. The result of the Chairman's review will be communicated to all parties in writing, and may also be verbally communicated.

### 5. NON COMPLIANCE / SANCTIONS

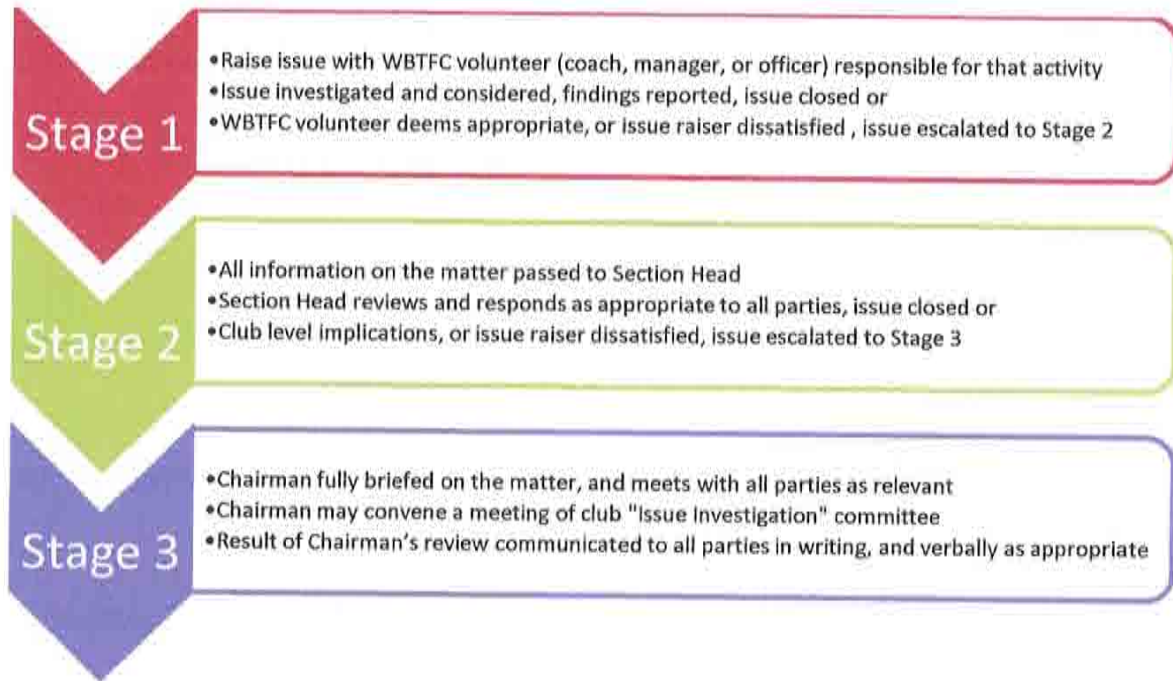
Non compliance will be in the form of inappropriate escalation of issues, and the sanction will be that the matter will be referred to the relevant level of escalation. Further non compliance may lead to the issue being dismissed.

If the issue investigated identifies a breach of Wootton Bassett Town FC published policies then sanctions from the relevant policy will be applied.



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### Issue Process Flow



### Endorsed by:

Signed: (Club Secretary)  Date: 24 Oct 11

Signed: (Club Chairman)  Date: 24/10/11