



COMPLAINTS/GRIEVANCE PROCEDURES

1. If a West London Eagles Handball Club member has a complaint or grievance concerning another member of the club, it must be set out in writing and sent to westlondoneagles@gmail.com to the attention of the relevant team manager or an officer of the executive committee or the club Chair.
2. Within a period of 7 days the executive committee shall be made aware and acknowledge receipt of the complaint.
3. Within a period of 14 days the executive committee or a representative of the executive committee who must be impartial will invite the parties to discuss or meet to review the grievance. The parties may be assisted at such discussion or meeting either by a colleague/parent or a fellow member.
4. After the discussion or meeting and within a period of 14 days the executive committee will deliberate and inform the members of the decision concerning the complaint/grievance and the decision will be final.