



Highland RFC Feedback and Complaints Procedure

As a club we encourage both positive feedback and complaints.

Feedback – tell us about it!

It's great to hear what is working well or receive constructive suggestions for improvement. Positive feedback is a vital part of our club culture – it motivates our players, supports our volunteers and strengthens the sense of community we all value.

Informal feedback can be shared directly with coaches, team managers or Club Directors at any time. Alternatively, emails should be sent to the Club Secretary who will direct it to the appropriate party to note or consider as necessary.

Complaints

These are viewed as an opportunity, where possible, to learn and improve the systems, advice and support that we offer our members. We are committed to listening, resolving issues promptly, and maintaining a respectful and inclusive environment.



What is a complaint?

For the purpose of these procedures, a complaint is any expression of dissatisfaction about any aspect of Highland RFC, its operation or persons involved in its operation. These may range from minor niggles to more major issues. Examples of the latter may include, but are not limited to :-

- Repeated Minor Issues
- The Safety of Club activities
- Discrimination, harassment or bullying
- Child abuse and child welfare
- Poor standards of instructions or leadership (Coaching)
- Poor standard of equipment used for Club activities
- Poor Club administration
- Behaviour contrary to the Club Codes of Conduct

Who can complain?

Any member (including Players, Parents and Coaches) or visitors to the Club.

How to Make a Complaint

Any issues should be addressed at the earliest possible opportunity. All complaints will be treated seriously.

Complainers are asked to be judicious in considering whether it may be more productive to raise minor issues direct with parties involved to effect an amicable and speedy resolution.

Where that is not possible, does not resolve matters or more major issues are concerned, the complaint should be directed as set out below.



Format of complaint

The complaint can be either a verbal complaint or a written complaint. Although a verbal complaint may be suitable for one-off minor issues, a written complaint is preferred for all major issues.

Where to send your complaint

Complaints should be sent by email to the following Club Directors, as appropriate:-

Matters involving Mini and Micro Rugby – Director of Mini and Micro Rugby;

Matters involving Youth Rugby – Director of Youth Rugby;

Matters involving Girls or Ladies Rugby - Director of Ladies & Girls Rugby;

Matters involving Senior Rugby – Director of Rugby;

Any issues or complaints regarding Child Protection, Safeguarding, Bullying or Neglect etc. should be immediately reported to the CPO.

Any other matter – Club Secretary (who may deal with it or refer to another Club Director as he/she considers appropriate);

If a complaint to any of the above might raise a conflict of interest, the complaint should instead be directed to the Trustee Director responsible for Governance.



Details to include in any complaint

Please provide details of what, when and where the occurrence took place. Please include names and contact details of any witnesses.

Club Reaction to a Complaint

The Club Director receiving the complaint will make investigation into the circumstances where those are disputed to determine the facts. The aim is that all parties be informed of the outcome in writing within 30 days if possible.

If the nature of the complaint makes it appropriate to suspend any member pending conclusion of investigations the Club Director has the discretion to do so.

If the Club Director considers the complaint to be unjustified then no further action will be taken.

If the Director considers the complaint to be justified, then he/she will decide on the appropriate action to be taken. The focus should be on considering improvements to process, methods and learning which would avoid the issue being repeated. Rugby is a powerful tool for personal growth, especially for young people. Our aim is to support and guide members in learning from mistakes rather than excluding them unless very serious safeguarding or conduct issues arise which cannot be resolved by other means.

What if I am still unhappy with the outcome?

In the event of either party not being satisfied with the Director's response, an appeal may be made in writing to the Club President who will review the information gathered and communicate their decision within 30 days.



Contact details:

Email addresses are as follows:-

Key Contacts:

CPO/Safeguarding cpo@highlandrugbyclub.com

Director of Youth Rugby doyr@highlandrugbyclub.com

Director of Ladies & Girls Rugby ladiesandgirlsrugby@highlandrugbyclub.com

Director of Mini, Micro and WeEagles Rugby dommr@highlandrugbyclub.com

Director of Rugby DoR@highlandrugbyclub.com

Club Secretary secretary@highlandrugbyclub.com

Governance Trustee compliance@highlandrugbyclub.com

Club President president@highlandrugbyclub.com

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