



## Strike Force All Star Cheerleading

### Complaints Procedure

All staff and volunteers at Strike Force have been given strict guidelines in their handbook on how to conduct themselves as a member of the Strike Force organisation. In the event any staff member or coach is found in contravention of a company standard or best practice conduct they may be subject to a disciplinary procedure.

Please note any complaints from athletes, parents, staff, and external visitors to the same will follow the same protocol.

- All complaints must be made in writing to Hayden McGurk.
  - If the complaint is in regards to a child protection issue, it will be immediately forwarded onto Claire Broughan (CPO) or you can contact Claire yourself directly on 0861713113.
  - If the complaint is of a criminal nature, it will be immediately forwarded onto An Garda Síochána for investigation.
- All parties involved in the complaint will be notified by letter or email and all parties will be invited to a meeting to discuss the issues brought forward to see if a resolution can be sought. An independence person may be brought into the meeting should the situation deem it.
- Should liability be accepted by the complainee within the meeting, then disciplinary action may take place. The management at Strike Force will dictate what type of action will take place.
- Should a resolve not be found at the meeting, further written statements will be required by both the complainant and complainee and this will be investigated further if need be.
- After an investigation has taken place, both parties will be invited to another meeting and a judgement call will be made taking into account all the information provided from the start of the complaint.
- If the complainee is found to be guilty of the complaint then depending on the situation, suitable disciplinary action will be taken.
- If the complainee is found to be innocent of the complaint, then no further action will be taken.
- If in the event, either party is not satisfied with the outcome of the meeting, an appeal process can commence. However this must be initiated with 10 days of hearing the outcome of the complaint. An independent person will be brought in to review all the information and may require further meetings with both parties individually. Then a judgement call will be made by the independent person.

- Any further issues with complaint after the appeal judgement, it will then be forwarded to the governing authority of cheerleading, the Irish Cheer Sport Association.

The following will be adhered to by Strike Force management:

1. All grievances will be fairly examine and processed.
2. The details of any allegation or complaint will be put forward to the parties concerned.
3. The complainee will be given the opportunity to respond fully to any such allegation or complaints.
4. The complainee has the right to be represented during the procedure.
5. The complainee will have the right to a fair and impartial hearing, taking into account any representation made on their behalf and any other relevant or appropriate evidence, factors or circumstances.