

Bedford Harriers values the views and opinions of its members. The Committee welcomes your thoughts, ideas and comments.

- Tell us: what works and what doesn't?
- Does the Club meet your expectations, how can it be improved?
- E-mail the club hello@bedfordharriers.co.uk, or discuss with a member of the Committee

Do you have a complaint or grievance?

- When considering making a complaint or raising a grievance be certain of the outcome you want to achieve.
Consider if the outcome you want will be reasonable to all parties concerned.
- Can your complaint or grievance be resolved by the Club?
- Be constructive in your complaint or grievance, if something is not as you want are you prepared to provide the solution?

The chart below provides a flow of how a complaint or grievance might be considered.

Type of complaint/grievance			
Coaching session/ Coaching structure	Membership/ Members	Club organisation/ Events	Stadium facility
↓	↓	↓	↓
Discuss with group coach/s	Discuss with membership secretary/member concerned	Discuss with a Committee member	Discuss with Stadium staff
↓	↓	↓	↓
If unresolved discuss with coaching co-ordinator	If still unresolved raise with Committee member for discussion in Committee	If still unresolved raise with Committee member for discussion in Committee	If still unresolved raise with Committee member for discussion in Committee
↓	↓	↓	↓

If still unresolved raise with Committee member for discussion in Committee			
↓	↓	↓	↓
If still unresolved refer to grievance procedures of governing bodies detailed below.	If still unresolved refer to grievance procedures of governing bodies detailed below.	If still unresolved refer to grievance procedures of governing bodies detailed below.	If still unresolved refer to grievance procedures of governing bodies detailed below.
<p>UK Athletics - website http://www.englandathletics.org/page.aspx?sitesectionid=458 See PDF Documents entitled England Athletics Grievance Procedures and England Athletics National Disciplinary Procedures. Association of Running Clubs - website http://www.runningclubs.org.uk See Welfare heading, Club Complaints Procedure under Appendix 2</p>			
<p>Additional guidance; UK Athletics - http://www.britishathletics.org.uk/governance/welfare-and-safeguarding/guidance-documents-and-resource See PDF Documents entitled Safeguarding Children Welfare Policy and Safeguarding Vulnerable Adults Policy Association of Running Clubs - website http://www.runningclubs.org.uk See 'Welfare' heading and identify relevant guidance from the index.</p>			