

White Rose Cheer
Parent / Guardian Grievance Policy



1. Who does this policy apply to?

This Policy is for and applies to: White Rose Cheer, based in Gildersome, Leeds.

2. Definition of terms used in this policy

Parent	Any person who is the primary caregiver for a child. WRC recognises that this definition of parent includes, but is not limited to: biological parents, legal guardians, and non-biological, non-legal guardians who retain and exercise primary responsibility for the child, including, but not limited to, paid caregivers.
Child	Any person under the age of legal majority according to the laws of England and Wales (currently 18 years of age)
Participant	Any person who uses the benefits, facilities and services provided by WRC including personal participation in any of WRC's teams or programmes; membership by an immediate family member in WRC teams or programmes; or access to any facility owned, leased or operated, either permanently or temporarily, by WRC.
Key Persons	Program Director - Kelly Loughlin Safeguarding Officer - Carolyn Gorman-Wray Welfare Officer - Tracy Findlay

3. What this policy covers

We take the safety and wellbeing of our athletes extremely seriously. However, we also understand that - despite our best efforts and precautionary measures – there will always be a risk that an issue might occur which could give parents/guardians reason to file a grievance or complaint (a “procedure”).

Our athletes' parents/guardians have the right to make a complaint to the Director if, for example, they believe that they or their child has been subject to harassment or a violation of our Fairness and Equality Policy. This policy sets out how a parent or guardian can make a formal complaint and how we will respond.

4. Why this policy is important

We set ourselves very high standards. Sometimes, we may fall short of those standards and, if that should happen, we want to make sure that we are clear about how we will address the issue, so that we can put things right if necessary and to ensure that appropriate lessons are learnt.

5. The aims of this policy

This policy aims to set out, clearly and transparently, how to raise a complaint, how it will be handled and what to do if you are not happy with the outcome.

6. Scope of this policy

Our grievance procedure is the **final** stage in trying to resolve issues.

We therefore ask parents/guardians to consider carefully whether the situation is severe enough to merit triggering our grievance procedure.

Before invoking our grievance process, our first step will always be to try to resolve the situation through internal mediation – i.e. by speaking openly, honestly and impartially to all of the parties involved and doing our utmost to help them to resolve their differences.

7. Guidance on our grievance procedure

Our grievance procedure, as set out below, is for guidance only. We may alter, add to or depart from this procedure at any time (e.g. to meet the needs of those involved).

In addition, WRC is not bound to follow any particular procedural step in this procedure and may omit or jump steps at its absolute discretion.

It is important that you read this procedure carefully before submitting your complaint. By taking part in the grievance procedure you are agreeing to accept:

- the terms and timescales - and
- that the decision of the relevant Key Persons is final.

8. The stages of the grievance process

Submitting your complaint

You must put your grievance in writing without delay, setting out the nature and grounds of the alleged grievance, to the Program Director.

Depending on the nature of your complaint, you may be asked to provide further information.

The grievance procedure will be led by the Program Director, unless they are the subject of the complaint.

Complaints about the Program Director

If the issue you wish to raise is a concern about the conduct of the Program Director, and you do not feel confident that your concern will be appropriately addressed, you may contact the Welfare Officer on wrcwelfareofficer@gmail.com.

If it is not appropriate for the Program Director to conduct the grievance procedure (e.g. they are the subject of your complaint), the Key Adults will appoint a trustee to lead your grievance procedure. This trustee will be your main point of contact during the procedure.

At least one other trustee will also be appointed to ensure impartiality, make sure procedures are followed and provide procedural support (e.g. note-taking at meetings etc).

An investigation

In some cases, it may be necessary for WRC to carry out an investigation into your grievance. The extent of any investigation required will depend on the subject matter and nature of your grievance and will vary from case to case.

It may involve interviewing and taking statements from you and any witnesses, and/or reviewing relevant documents, images, recordings or electronic communications.

We require you to co-operate fully and promptly in any investigation. This may include informing WRC of the names of any relevant witnesses, disclosing any relevant documents to WRC and attending investigatory interviews if required.

A grievance meeting

WRC will arrange a grievance meeting with you, usually within ten working days of receiving your written grievance.

This meeting will be conducted by the Program Director and one or more Key Adult(s). If the grievance process is being managed by another person, the Program Director will be replaced by another Key Adult.

If you are unable to attend the grievance meeting on the first date, the meeting may be postponed for no more than five working days after the original date. At the meeting you will be given an opportunity to explain your grievance and how you think it should be resolved.

Other attendees at the grievance meeting

Please let us know in advance if you would like to bring someone with you to this meeting for support (i.e. someone unconnected to the issue or to the athlete, such as a friend), so that we have enough time to make arrangements to accommodate your wishes.

Similarly, we require sufficient notice if you intend to bring a legal representative so that we can decide if we should do the same and have enough time to make the necessary arrangements. We reserve the right to delay the initial meeting if our own legal representative cannot make a meeting within the given timescales above.

Follow-up enquiries and meetings

After the initial grievance meeting, WRC may carry out further investigations and may need to hold additional grievance meetings, as WRC considers appropriate, to ensure that the issues of all parties have been fully considered and that all relevant information has been taken into account. Such meetings will be arranged without unreasonable delay.

Notifying you of the outcome

The Director and Key Adults appointed to hear your grievance will consult with the Key Adults and once a decision has been reached you will be notified as soon as practicable; we will aim to communicate the outcome to you within ten working days of the final grievance meeting.

When notifying you of the final outcome, the lead trustee for your grievance will set out the decision, including the reasons for the decision and what action, if any, WRC intends to take to resolve the grievance.

9. The principles of our grievance process

We will ensure that the Director and the Board of Trustees:

- take your concerns seriously
- makes all reasonable endeavours to ensure the grievance procedure timescales are met, as laid out above; uncertainty is unsettling for all parties and we will therefore endeavour to conduct the process speedily, but thoroughly.
- remains impartial in any grievance process and treats all parties in the process equally and fairly.

10. Confidentiality

All concerns will be treated in confidence by WRC. In return, we ask that you also respect confidentiality and do not share details of your concerns with others while the grievance is in process, to avoid prejudicing any investigations.

In certain situations, such as disciplinary or legal proceedings as a result of the investigation, it may not be possible for us to disclose the details to you.

11. If you are not happy with the outcome

If you are not happy with the outcome of your complaint, please notify the Program Director in writing at whiterosecheer@gmail.com.

Having completed our grievance process, if you wish to take the matter further, we may be willing to consider entering into mediation, facilitated by a qualified civil or community mediator.

In this case, provided our agreement to enter mediation, we would:

- expect the costs of the mediation to be split equally between you and WRC
- participate on the understanding that anything disclosed in mediation would be confidential and could not be used in any future proceedings.

12. Data protection

We will process any personal data collected as a result of a complaint in accordance with our data protection policy.

Data collected from the point at which a parent/guardian makes the complaint will be held securely and only accessed by, and disclosed to, those individuals who require access for the purposes of dealing with the grievance procedures (e.g. to conduct an investigation, to keep you informed about progress/the outcome etc).

13. Policy updates and next review date

Policy Created: 05.01.2024

Reviewed: 15.08.2025