



YORK RI SQUASH CLUB

Disciplinary & Complaints Policy

Status: Interim Operating Policy (Adopted by Executive Committee September 2026)
Affiliation: England Squash Affiliated Club | Home Venue: Queen Street Facility, York
Website: <https://www.yorkrisquashclub.co.uk> | Governance Model: Unincorporated Amateur Sports Club

1. Scope and Submitting a Complaint

This policy applies to all members, visitors, and participants in York RI Squash Club activities. It covers misconduct, breaches of the Member Code of Conduct, sportsmanship disputes, and operational grievances. Safeguarding matters must be routed separately through the Club Safeguarding Policy

- **Submitting a Complaint:** Complaints must be submitted in writing via email to the Treasurer.
- **Conflicts of Interest:** If the complaint directly involves the Treasurer, it must be submitted to the Chairman

2. Timelines

As the club is managed entirely by volunteers, administrative steps are structured to allow sufficient time for review

- **Acknowledgement (Within 14 Days):** The Treasurer (or Chairman) will acknowledge receipt of the written complaint within 14 days
- **Resolution / Hearing Target (Within 28 Days):** The committee aims to investigate, hold any necessary discussions, and issue a written outcome within 28 days of receiving the complaint.

3. Investigation & Panel Review

1. Initial Assessment: The Treasurer and Chairman will conduct a brief preliminary review to determine whether the issue can be resolved informally (e.g., via mediation or verbal guidance) or requires formal review.
2. Formal Hearing Panel: If a formal review is necessary, a three-person panel drawn from the Executive Committee (e.g., Chairman, Treasurer, and Social Representative or Team Captain) will consider the matter. Any officer with a direct conflict of interest will step aside.

3. Right to Respond: The member subject to the complaint will receive written details of the issue and be given 14 days to submit a written response or request to speak to the panel.

4. Potential Sanctions

Where a complaint is upheld, the panel may apply one of the following proportionate outcomes

- Informal Guidance / Verbal Reminder: For minor first-time etiquette or court booking issues.
- Formal Written Warning: Recorded on file for repeated minor conduct issues.
- Temporary Suspension: Temporary removal from internal box leagues, team selections, or social club nights.
- Termination of Membership: Reserved for gross misconduct, severe safety violations, or repeated refusal to comply with committee decisions.

5. Right of Appeal

A member sanctioned under this policy has the right to appeal the decision:

- Filing an Appeal: Notice of appeal must be sent in writing to the Chairman within 14 days of receiving the written outcome.
- Appeal Review: An appeal panel consisting of unconflicted Executive Committee members (or an independent nominee from the York RI Charity management) will review the decision within 28 days of receiving the appeal. Their decision is final