



ANTI HARASSMENT, BULLYING AND DISCRIMINATION POLICY GUIDELINES FOR FORMAL RESOLUTION

1. Introduction

- 1.1. These guidelines set out the steps to be taken where a formal complaint about harassment, bullying or discrimination has been made or where self or informal resolution has not resolved the situation

2. Formal complaint

- 2.1. A formal complaint should be made in writing to the Club. In the first instance, the complaint should be made to the Club's Operations Manager who will refer it to the Board for consideration.

3. Appointment of an investigator

- 3.1. The Board will appoint an investigator to review and investigate the complaint. The investigator may be a Board member or an external person.
- 3.2. The investigator will:
- 3.2.1. Take all complaints seriously and will act promptly and in good faith;
 - 3.2.2. Be non-judgemental, impartial and empathetic;
 - 3.2.3. Ascertain the views of the complainant as to what outcome they want;
 - 3.2.4. Advise on the options for resolving the complaint – e.g. self or informal resolution, facilitation, mediation, formal complaint
 - 3.2.5. Advise the complainant that information regarding the complaint will be released to the person or persons against whom the allegation has been laid including their name and advise them what information will be released.
 - 3.2.6. Ensure that any information obtained is treated confidentially and only disclosed to those people that the Board believes need to know about the complaint.

4. Investigation

- 4.1. The investigator will review the written complaint and will contact the complainant to obtain a detailed account of the allegations including details of any witnesses and any physical evidence of harassment, bullying or discrimination.
- 4.2. The investigator will also contact the person against whom the allegation has been made and will advise them of the nature of the complaint and the identity of the complainant. The investigator will ask for an explanation of the allegations including details of any witnesses and any physical evidence that is relevant to the complaint.
- 4.3. The investigator may gather additional information regarding the complaint and this may include interviewing other relevant parties, recording dates, times and alleged events using the witnesses' words and checking with the witnesses as to the accuracy of any witness statements.
- 4.4. The complainant and the person against whom the allegation has been made must be given the opportunity to involve a support person at any interview or meeting.

5. Reporting

- 5.1. Following the investigation, the investigator will form a view as to whether the complaint should be upheld on the balance of probability taking into account all of the facts gathered during the investigation.
- 5.2. The investigator may make recommendations as to how the situation can be resolved.
- 5.3. If the investigator cannot determine one way or another on the available evidence that the alleged harassment, bullying or discrimination took place, then the complaint should not be upheld.



- 5.4. The investigator will prepare a report to the Board outlining the outcome of the investigation and any recommendations arising from the investigation.

6. Determination

- 6.1. Following receipt of the report, the Board will make a determination as to whether the complaint has been upheld or not and what actions are to be taken as a result of the investigation
- 6.2. The Board's decision must be conveyed to the complaint and the person against whom the allegations have been made.
- 6.3. All information gathered during the course of the investigation will be treated confidentially and in accordance with the Club's Privacy Policy.

7. Definitions:

- 7.1. The following definitions apply to this guideline:

- 7.1.1. "Board" means the Club's Board elected in accordance with the Club's constitution.
- 7.1.2. "Bullying" means any repeated unreasonable behaviour that is directed towards a person or a group of people that can lead to physical or psychological harm.
- 7.1.3. "Child" or "children" means a person who is aged less than 16 years.
- 7.1.4. "Club" means Cashmere Technical Football Club.
- 7.1.5. "Discrimination" means any action that results in someone being treated less favourably than another person in the same or similar circumstances because of their sex, colour, religious belief, race, marital status, ethnic or national origins, family status, ethical belief, sexual orientation, political opinion, age or disability.
- 7.1.6. "Harassment" means any unwelcome, unsolicited and unreciprocated behaviour that is humiliating, offensive or intimidating and is either repeated, or of such a significant nature that it has a detrimental effect on the person, their performance, contribution or their sporting environment. Harassment includes (but is not limited to) sexual or racial harassment.
- 7.1.7. "Investigator" means a person appointed by the Board to investigate a formal complaint and provide a report on the complaint.
- 7.1.8. "Unreasonable behaviour" means actions that a reasonable person in the same situation would regard as unreasonable and includes victimising, humiliating or threatening a person.
- 7.1.9. "Young person" means a person aged between 16 years and 18 years.

8. Key relevant documents:

- 8.1. Privacy Policy
- 8.2. Guidelines for Formal Resolution