

Reporting a concern or a complaint

Please report any concerns regarding your child's welfare or the behaviour of others to the club's Welfare Officer. Details of the current Welfare Officer(s) are available on a large poster on the sign on hut at Preston Park Velodrome.

Any club coach will also be able to help direct you to the correct person. You can also report a concern to compliance@britishcycling.org.uk if you don't feel you can talk to the club volunteers. This can be done verbally or in writing. If you wish to report a formal complaint please follow section eleven as set out in the club constitution, which is shown below:

11. Discipline and appeals

(a) All complaints regarding the behaviour of members, club officials or coaches should be presented and submitted in writing to the Club Secretary

- secretary@ppycc.org.uk.

(b) The Committee will meet to hear complaints within 21 days of a complaint being lodged. If the complaint is regarding a member of the Committee, they will not be included in the process.

(c) In determining the appropriate action to take, the Committee will follow the process below: i. The Respondent should be notified of the complaint against them and provided with an opportunity to provide a written response. Where the Committee consider it appropriate, the Respondent may be invited to attend the Committee meeting in person. ii. The Committee shall meet to review the complaint and the evidence submitted. Should the Committee consider if they need further evidence to conclude the matter, they may request this prior to issuing a decision. iii. Within 14 days of the hearing the Committee will issue their decision to the Complainant and Respondent in writing.

(d) The Committee has the power to take appropriate disciplinary action, including the immediate termination or suspension of membership.

(e) The outcome of a disciplinary hearing should be notified in writing to the person who lodged the complaint and the member against whom the complaint was made, within 14 days of the hearing. (f) There will be the right of appeal to the Committee following disciplinary action being announced. The Committee should consider the appeal within 21 days of the Club Secretary receiving the appeal in writing