**THE HANDBALL FOUNDATION – Complaints Procedure:**

In the event that any member feels that he or she has suffered discrimination in any way or that the club policies, rules or Codes of Conduct have been broken they should follow the procedures below:

1. If the matter is a child protection issue or involves anyone aged under 18 years it should be reported to the Handball Foundation welfare officer: [welfare@handballfoundation.co.uk](mailto:welfare@handballfoundation.co.uk)

2. For all other complaints the matter should be referred to The Handball Foundation Chief Executive officer Stanislaw Belinski.

Report should include:

· Details of the incident

· The date and time the incident occurred

· Names of any witnesses or people present at the time of the incident

· Statements from any witnesses

3. The Handball Foundation Chief Executive Officer will refer the information to the Board of Trustees. The Board of Trustees will:

· Treat every report as confidential

· Not discuss any matters with anyone outside of the Board of Trustees other than to request expert advice

· Declare immediately if they have a conflict of interest

· Treat each reported incident fairly and equitably

4. The Handball Foundation Chief Executive Officer will have the power to:

· Issue a verbal warning as to future conduct

· Issue a written warning as to future conduct

· Suspend from activities or membership for a period of time

· Remove/expel from the charity

For more information on reporting and outcomes of child protection issues please refer to England Handball’s Child Protection Policy and Guidelines: <https://englandhandball.com/competition-information/>

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