



Goslings London Sports Club: Our Standards of Behaviour

Goslings London Sports Club is an inclusive LGBT+ organisation that supports its members and demonstrates a positive and progressive attitude to the wider community.

As members and supporters, we will:

- Play fair
- Treat others with the same respect and fairness that we would wish to receive ourselves
- Thank our opponents
- Show patience with others
- Be tidy and considerate so we leave the facilities we use as we would wish to find them
- Not use violent or disrespectful behaviour or demonstrate offensive and abusive attitudes toward fellow members, opponents from other clubs or the wider general public. This includes in the places we play, the places we meet and on social media
- Uphold the same values off the court as we do when we are playing
- Respect the privacy of other members when we are away from the club environment
- Remember who we are and what we represent for each other and our wider community
- Enjoy ourselves

If at any point you feel a member or supporter does not uphold any aspect of these Standards of Behaviour, then you can raise a Complaint in accordance with our Complaints Policy (please see below).



Goslings London Sports Club: Our Complaints Policy

Goslings London Sports Club is committed to providing an enjoyable and safe space for its members and conducting itself in an open and accountable way that builds trust and respect with all our members and stakeholders.

We are committed to continuous improvement and one way to achieve this is to listen to and respond to the views of our members and stakeholders, and in particular by responding positively to Complaints.

Our goal is to ensure that:

- Complaints are simple to submit and are dealt with in a timely manner
- We respond in an appropriate and fair way (i.e. with an explanation, or an apology, or information on any action taken)
- All Complaints are handled fairly and consistently, and wherever possible are resolved to the Complainant's satisfaction
- We learn from Complaints and where appropriate make changes or implement new practices

Steps to Resolving a Complaint: In the first instance, we will encourage members to resolve any Complaints informally by talking with each other in order to allow each person involved to make amends. The Goslings Committee is available to facilitate this if required.

In the event that a resolution is not found informally, or if you do not want to discuss this informally for whatever reason, then a Complaint can be raised according to the steps below.

Step 1: You must write to the Goslings London Committee (committee@goslingslondon.com) and raise a Complaint. The Chairperson (or the Secretary) will appoint two members of the Committee to investigate the Complaint.

When writing your complaint, ensure you give as many details as possible. Please see the Complainant's Responsibilities section below.

The Chairperson will acknowledge your request and outline the steps that will be taken within 5 working days of receipt. They will provide a response, and if necessary a resolution, within 30 working days. If more time is required, you will be informed by the Chairperson.

Step 2: Should the Committee not hear from you within 10 days of receiving the outcome of the Complaint, we will assume the Complaint has been resolved and we will close the Complaint. However, if you are not satisfied with the outcome from Step 1, then you have the option of writing to the Chairperson, stating the reason why you are dissatisfied and whether you wish for the Complaint to be reinvestigated. You must do this within 10 working days of receiving the written response from Step 1.

Within another 10 working days, the Chairperson (or the Secretary) will inform you whether the conclusion from Step 1 stands, in which case the Complaint will be deemed to be resolved and will be closed. Otherwise, the Complaint will be reinvestigated.

If the decision is made to reinvestigate, the Chairperson (or the Secretary) will reinvestigate with one other person from the Committee (who will not be either of the Committee members who investigated the Complaint in Step 1). You can expect a response within 30 working days. If more time is required, you will be informed by the Chairperson. The Complaint will be deemed to be resolved and will be closed following the conclusion of this reinvestigation.

Definitions: A Complaint is defined as “an expression of dissatisfaction that requires a formal response”. The Complainant is defined as “the person who makes/made a Complaint”.

Responsibilities of Goslings London Committee: the Committee will treat every Complaint and Complainant fairly, will conduct any investigation impartially in a sensitive manner, and will act where appropriate. Every attempt will be made to ensure that both the Complainant and Goslings London maintain confidentiality; where this is not possible, we will discuss this with the relevant party or parties involved. We will be open and honest with any Complainant and ensure the Complainant will not be disadvantaged or treated differently. Should the Committee feel they need to revoke an individual’s membership or ban a member or visitor from admittance at the Club, they will follow sections within Article 3 of the Club’s [Constitution](#). Should any matter be deemed to be criminal, we will refer the matter to the police or advise the individuals concerned to do so.

Responsibilities of the Complainant: to bring their Complaint, in writing, to the attention of the Goslings Committee within 4 weeks of the issue arising and explain the problem as clearly and as fully as possible, including any action taken to date. In any Complaint, you must set out the full details of the Complaint, the consequences to you as a result, and the remedy you would like to see.

Exceptions: We are unable to deal with Complaints that are outside of the remit of Goslings London Sports Club. These include, but are not limited to, lost property, social events not organised by Goslings London, incidents that happen outside of formal tournaments or competitions and issues with sports centres and/or Badminton England rules, facilities and procedures.

Timelines: All timescales are indicative and you will be informed in writing if more time is required to respond to or resolve a Complaint.

Conflicts of Interest: If the Complaint involves the Chairperson then the Secretary will assume the Chairperson’s responsibilities for that Complaint.

Contact Details: Any Complaint should be sent to committee@goslingslondon.com with the subject line "Complaint for the Attention of the Committee". Any Complaint sent to any other email address will not be reviewed or dealt with.

Review of this policy: We will keep a secure record of the Complaints received and any actions that were taken. We will review this Policy on an annual basis, and we will provide an anonymised summary of the Complaints raised over the course of the year, and any actions taken, in our annual AGM report. We welcome any feedback on this Policy at any time.