



# Complaints and Escalation Procedures

Newcastle Rugby Ltd and  
Newcastle Rugby Foundation



## **Policy Statement**

Newcastle Rugby Ltd and Newcastle Rugby Foundation take pride on having high expectations of professional behaviour. We expect all staff to always act with professionalism, courtesy and integrity towards customers, service users and each other. If anyone is dissatisfied, we encourage people to express this in a respectful way.

Newcastle Rugby Ltd and Newcastle Rugby Foundation take all complaints seriously and aim to resolve these matters as soon as practicable. We aim to keep the complainant at the heart of any investigation and ensure that they are appropriately updated in a timely manner. Where the matter cannot be resolved then this document provides the channels of escalation.

## **Procedures**

Complaints can be made via several ways, all of which provide members of the public, players and staff with direct opportunities to make complaints in relation to the services that we provide, the way we conduct our business or the actions/behaviour of any member of our staff. We ensure that anyone who makes a complaint are listened to and provided with honest feedback albeit in adherence to any Data Protection restrictions.

These procedures are broken down into three sections:

1. Safeguarding concerns.
2. Complaints from the public or service users.
3. Performance.
4. Whistleblowing

It covers the procedures for making complaints and also the escalation process should any individual be dissatisfied with the outcome.

## **Safeguarding concerns**

The current process for reporting and recording any Safeguarding concerns are set out in detail within the Safeguarding Policy and Procedures. They fall within four simple steps: (see Appendix 1)

- Recognise the signs and symptoms of child and adult abuse.
- Respond to any concerns or disclosures
- Record the details on the on-line forum TooToot
- Refer to the DSL/DSO who will provide advice and support and where appropriate refer to external agencies or the governing body where the allegation is against a member of staff.

There may be occasions where a member of staff/public/service user raises a safeguarding concern and is not satisfied with the response of the DSO/DSL. In this instance the organisational structure chart should be followed (appendix 2)

The matter should be reported to the Safeguarding Manager Shelley Hudson for Newcastle Rugby Ltd and the General Manager Melanie Magee for Newcastle Rugby Foundation.

They will have a meeting to discuss the matter and decide on the next course of action and feedback to the referrer. This meeting may include external partner agency representatives such as a children's social care, health care professional or education. Minutes of this meeting will be recorded on TooToot, these details are only able to be accessed by the DSL and nominated DSO.

If a resolution still cannot be found, the matter will be escalated to the designated safeguarding lead on the retrospective boards who will discuss the matter with either the directors or chair of trustees board, depending on the organisation. The final decision will be communicated to the referrer and outcome documented on TooToot.

## **Complaints from members of the public**

Complaints from members of the public/service users can be received by several methods such as E-mail, phone, post or via [speakup@newcastle-falcons.co.uk](mailto:speakup@newcastle-falcons.co.uk). In all instances complainants should be encouraged to document their concerns for accuracy and transparency.

Once received the complaint will be directed towards the appropriate line manager:

- Newcastle Rugby Ltd - Angela Alderson – Head of HR.
- Newcastle Rugby Foundation - Melanie Magee – General Manager.
- Corporate hospitality – Channtel Evans
- Health and Safety – David Gould
- First team players or coaching staff - John Stokoe
- Academy – Keith Robinson

They will then direct the most appropriate person to make contact with the complainant, record any additional information and agree a timeline for investigating and recontacting the person (where appropriate).

If the complainant is not satisfied with the response, then the matter can be escalated to either Angela Alderson or Melanie Magee who will review the complaint and make a decision on the outcome/response. If they are unable to resolve the complaint and/or the complainant is still dissatisfied, then the matter may be raised to the board of directors/trustees for a decision.

## **Performance**

If there is an issue in relation to poor performance or the conduct of any member of staff/volunteer, then in the first instance their first line manager should be informed and attempts made to resolve the issue in a supportive manner.

If the poor performance/conduct continues then the matter should be recorded and directed to either the HR manager for Newcastle Rugby personnel or the General Manager for staff employed by the Foundation.

## **Whistleblowing**

The Whistleblowing Policy and Procedure is designed to provide a framework within which to deal with cases of whistleblowing in order:

- To encourage staff to report suspected wrongdoing as soon as possible, in the knowledge that their concerns will be taken seriously and investigated as appropriate, and that their confidentiality will be respected.
- To provide staff with guidance as to how to raise those concerns.
- To reassure staff that they should be able to raise genuine concerns without fear of reprisals, even if they turn out to be mistaken.
- For more detail refer to Schedule 6 in the Staff Handbook

**Protect - (Independent whistleblowing charity)**

**Helpline: 0203 117 2520**

**E-mail: [whistle@pcaw.co.uk](mailto:whistle@pcaw.co.uk)**

**Website: [www.pcaw.co.uk](http://www.pcaw.co.uk)**

## **Reports from members of the public**

Incidents should be directed to [speakup@newcastle-falcons.co.uk](mailto:speakup@newcastle-falcons.co.uk)

This group includes the DSL for both Newcastle Rugby Ltd and Newcastle Rugby. The case will be assessed by the appropriate member of staff and recommendations made and actioned.

These should be reported via Toot Toot and the escalation procedure followed where appropriate which is outlined above.

**Next revision date 1 April 2025**



# Appendix 1

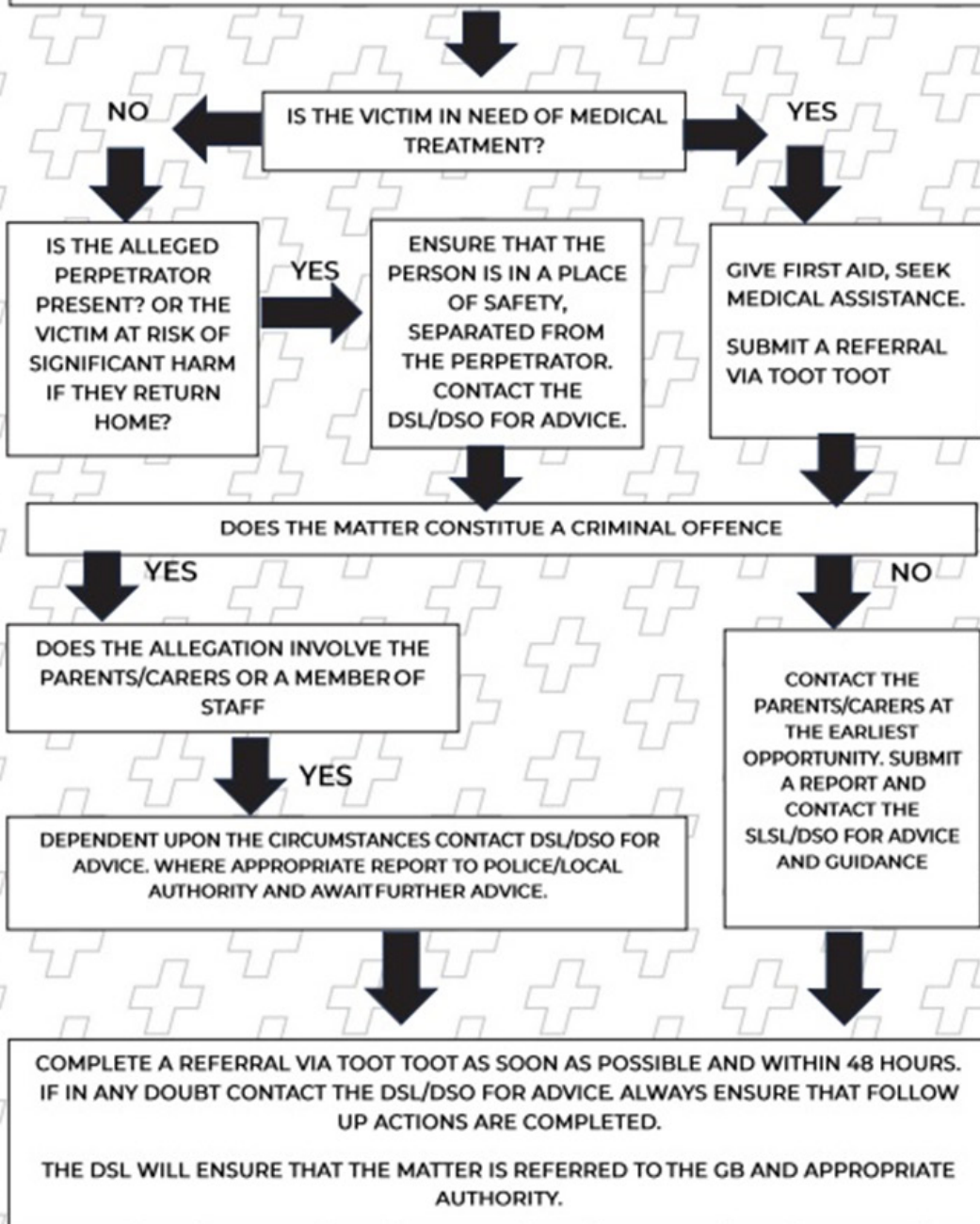


## SAFEGUARDING REFERRAL PATHWAY

RECOGNISE → RESPOND → RECORD → REFER

A CHILD/VULNERABLE ADULT HAS DISCLOSED A SAFEGUARDING ISSUE TO YOU OR YOU HAVE WITNESSED AN INCIDENT OR YOU HAVE HAD A THIRD PARTY REPORT OF AN INCIDENT OR COMPLAINT INVOLVING POOR BEHAVIOUR WHICH MAY BE CONSIDERED ABUSE OR POOR PRACTICE

STAY CALM – REASSURE – NO PROMISES – FOLLOW SAFEGUARDING PROCEDURES



SAFEGUARDING IS EVERYONE'S RESPONSIBILITY  
DOING NOTHING IS NOT AN OPTION. IF IN DOUBT  
CONTACT YOUR DSL/DSO FOR ADVICE



# Appendix 2

