



KS RFUR

Kent Society of Rugby Football Union Referees Ltd

Grievance Procedure

Whilst formal complaints from the Members of the Society are rare, it is important that there is a procedure to follow for resolution.

Most of the matters of ill feeling arise from appointments and allocation of games at certain Levels. The Society has a number of competing priorities and some disappointments are inevitable despite using reasonable efforts at fairness and equity.

1. In the event of a complaint concerning appointments do raise it with the Appointments Officer who will give some explanation as to the reasons.
2. If this does not resolve the matter, take it up with the Chief Operating Officer who will use best endeavours to respond within 7 days by telephone.
3. Should this still prove unsatisfactory then the case should be taken up with the Society Compliance Officer (SCO) who will arrange to meet the complainant within a further 21 days, by mutual agreement. The complainant may choose to bring a fellow member to assist and the SCO will also be supported by a fellow committee member. This meeting will use best endeavours to reach a consensus, a decision made and an agreed written implementation plan put in place.
4. If this is still unacceptable to the complainant, an appeal should be made to the current President of KS RFUR who will hear the complaint from first principles.
5. Finally, there will always be recourse to the RFU as the final arbiter.

Any other concerns should follow the same path, starting at para 2. With the COO.



Kent Society of Rugby Football Union Referees Limited is registered

under the Industrial & Provident Societies Acts 1965-1978

