

Complaints & Disciplinary Policy

Last updated November 2023

The Jersey Squash & Racketball Association (JSRA) has a range of policies to cover Safeguarding, Privacy, Code of Conduct, Diversity and Induction Policies and Player Selection issues.

In addition, the JSRA welcomes communications from members, parents, children, coaches, volunteers and others regarding issues that may not be covered by these policies. These communications may either relate to grievances or concerns regarding JSRA programmes or constructive suggestions for the advancement of those programmes.

In the first instance these communications should be directed, in writing, to the President of the JSRA and will be dealt with confidentially.

In the case of grievances, these must be submitted in writing to the Secretary of the JSRA. All grievances will be properly investigated and considered by the 'Grievance Panel' of President and Vice President. Should the complaint be against a member of this panel, the JSRA Secretary will appoint another panel member. Decisions by the grievance panel will be conveyed, in writing, to the parties involved.

In the case of constructive suggestions for the advancement of our programmes, they will be discussed by the full JSRA Committee and can be addressed to any member of the JSRA Committee.

(Contact details are available on this website)