



CHEERSPORT

I R E L A N D

COMPLAINTS & DISCIPLINARY POLICY

1. Introduction

Cheer Sport Ireland (CSI) is committed to providing a positive, fair and safe environment for all members. This policy outlines the formal procedures for raising, managing and resolving complaints, as well as the disciplinary process for misconduct within CSI or its affiliated clubs.

2. Purpose

This policy ensures that complaints and disciplinary matters are dealt with transparently, consistently, and in line with safeguarding principles.

3. Scope

This policy applies to all CSI members, clubs, athletes, parents, coaches, volunteers, officials, contractors and staff.

4. Guiding Principles

- Everyone has the right to be heard and treated fairly.
- All complaints will be taken seriously and handled promptly.
- Natural justice and due process must be respected.
- Confidentiality will be maintained where appropriate.
- Children's best interests are paramount in all decisions.
- No individual will face discrimination for making a complaint.

5. Types of Complaints

- Behavioural issues involving athletes.
- Misconduct by coaches, volunteers or parents.
- Safeguarding concerns (to be directed to the DLP).
- Bullying or harassment.
- Breaches of CSI policies or codes of behaviour.
- Operational or administrative concerns.

6. Informal Resolution

- Where appropriate, minor issues should be addressed informally first.
- Coaches or club officials may facilitate discussions.
- Informal resolution should occur promptly and respectfully.
- Informal steps should be documented if relevant to safeguarding.

7. Formal Complaints Procedure

- Complaints must be submitted in writing using the CSI Complaint Form.
- Complaints should be sent to the Club Children's Officer, Club Secretary or Club DLP.
- Complaints involving safeguarding concerns must be referred immediately to the DLP.
- Complaints will be acknowledged within 7 days.
- A preliminary review will determine if the complaint is valid, frivolous, or malicious.
- Where appropriate, the complaint will proceed to investigation.

8. Investigation Process

- An impartial investigator will be appointed by the club or CSI.
- Both parties will be given an opportunity to present their account.
- Relevant evidence (statements, documents, messages) will be collected.
- Investigations should be completed within 30 days where possible.
- Findings will be documented clearly and factually.
- Recommendations will be issued based on findings.

9. Outcomes of Complaints

- Complaint upheld.
- Complaint partially upheld.
- Complaint not upheld.
- Complaint deemed malicious or unfounded.

10. Appeals Process

- Individuals have the right to appeal within 10 days of the decision.
- Appeals must be submitted in writing stating clear grounds.
- An independent appeals panel will be appointed.
- Appeal outcomes are final.

11. Disciplinary Actions

- Verbal or written warnings.
- Mandatory training or education.
- Restrictions on participation.
- Suspension from club or CSI activities.
- Removal from position or role.
- Termination of membership.
- Referral to external authorities where required.

12. Misconduct Categories

Misconduct is categorised to ensure proportional responses:

12a:Minor Misconduct – low-level behavioural breaches

12b:Moderate Misconduct – repeated or escalating issues

12c:Serious Misconduct – safeguarding breaches, violence, abusive behaviour

12d:Gross Misconduct – criminal acts, severe safety risks

13. Immediate Suspension (Serious Incidents)

- CSI or clubs may impose temporary suspension during investigations.
- This is a neutral action to safeguard all parties.
- Suspension decisions will be documented and communicated clearly.

14. Child Safeguarding Cases

- Safeguarding complaints must be handled by the Club or National DLP.
- Cases may require reporting to Tusla or An Garda Síochána.
- CSI disciplinary processes may run parallel to statutory investigations.
- No action may interfere with statutory authorities.

15. Record Keeping

- All complaint records must be stored securely and confidentially.
- Records must include dates, individuals involved, actions taken, and outcomes.
- Retention must follow the CSI Record Retention Policy.

16. Confidentiality

- Information will be shared only on a need-to-know basis.
- Confidentiality applies to all parties involved.
- Breach of confidentiality may result in disciplinary action.

17. Support for All Parties

- Complainants and respondents have the right to support.
- Children involved must receive age-appropriate explanations.
- Clubs should provide guidance and pastoral support where needed.

18. Non-Compliance

- Failure to follow this policy may result in disciplinary action.

- Malicious or false complaints may result in sanctions.
- Repeated breaches may result in suspension or club sanctions.

19. Review

This policy will be reviewed every two years or earlier if necessary.

20. Approval

This Complaints & Disciplinary Policy was approved by the Board of Cheer Sport Ireland on:

11/07/2026

Signed:

FIONA COLLUMB, President/Chairperson

JOAN HEAPES, National Children's Officer