

## ANGEL INDOOR BOWLS CLUB COMPLAINTS POLICY

### Making a Complaint

If any Club member, member of staff, visitor or guest feels they have been discriminated against or harassed or have been offended by another's discriminatory behaviour whilst in the Club or at a Club event or by the Club they should raise this with the Club Manager or a Director.

Each complaint will be investigated by an independent person, either from within or outside of the club as deemed appropriate. This independent person will be appointed by the board or if the complaint relates to a board member then the independent person will be appointed by the Club Presidents together.

If the complaint is against a particular individual, this person will have the opportunity to express their point of view, accompanied by a colleague or another member from within the club. The person making the complaint will also have this opportunity.

If the complaint is against the Club as a whole, the Board of Directors must work to ensure that such discrimination is not repeated in the future and must inform the members and the complainant of how they propose to do this.

All complaints will be, wherever possible, concluded within 28 days of the complaint being received.

Any decision by the Club will be made with reference to the Club's constitution. The Club will support people who feel they have been harassed or discriminated against, and will not victimise or treat them less well because they have raised a complaint.

Policy adopted by the Board 4th April 2019  
Reviewed September 2024

Next review 2027