

ANGEL INDOOR BOWLS CLUB COMPLAINTS POLICY

1. Purpose

The club is committed to providing a safe, respectful, and enjoyable environment for all its members. This procedure explains how concerns or complaints can be raised and how they will be handled fairly, promptly, and confidentially.

2. Scope

This procedure applies to all members, volunteers, coaches, and visitors.

It covers complaints relating to:

- Behaviour of members, coaches, or volunteers
- Club activities, events
- Club policies, decisions, or administration

Note: Safeguarding concerns, allegations of abuse, or serious misconduct must be reported immediately under the club's Safeguarding Policy and will not be handled under this procedure.

3. Principles

Complaints will be taken seriously and handled impartially

All parties will be treated with respect

Confidentiality will be maintained as far as possible

No one will be disadvantaged for raising a genuine concern

4. Stage 1 – Informal Resolution

Where possible, complaints should first be raised informally.

Speak directly to the relevant coach, or member

Many issues can be resolved quickly through open and respectful discussion

If the issue is resolved informally, no further action is required.

5. Stage 2 – Formal Complaint

If the complaint cannot be resolved informally, or the matter is serious, a formal complaint may be submitted.

Complaints must be made in writing and include:

- Your name and contact details
- A clear description of the complaint
- Dates, times, and any relevant evidence
- Names of those involved (if known)

Complaints should be sent to the Chairman of the Board of directors who will acknowledge receipt of the complaint within 7 days.

6. Investigation

The complaint will be reviewed by 2 members of the board of directors, only if they are not directly involved.

Where the complaint is about play etiquette or behaviour during play, one member of the bowling committee will also be part of the initial investigation and any following appeals.

All relevant parties may be asked to provide statements

The investigation will be conducted fairly and without bias
The club aims to complete investigations within 28 days, where possible.

7. Outcome

Once the investigation is complete:

The complainant will be informed in writing of the outcome

Any actions or decisions will be explained clearly

Possible outcomes may include:

- No further action
- Informal resolution or mediation
- Apology or explanation
- Disciplinary action in line with club rules.

8. Appeal

If the complainant is dissatisfied with the outcome, they may appeal in writing within 14 days of receiving the decision.

Appeals must state the reason for appeal

An independent panel (where possible) will review the case

The panel's decision will be final.

9. Record Keeping

The club will keep a confidential record of all formal complaints and outcomes in line with data protection requirements.

10. Review

This complaints procedure will be reviewed regularly to ensure it remains effective and up to date.

Policy adopted by the Board

Next review 2029