ANGEL INDOOR BOWLS CLUB
Complaints Policy
October 2026

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.

Note: Complaints relating to conduct during bowls play or organised bowling activity are not handled under this procedure. These are instead addressed under the club's Bowling Etiquette and Conduct Policy and, where applicable, the Disciplinary Rules in Relation to Misconduct.

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.

- 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. An appeal must be submitted 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

The panel will consider the appeal and communicate its decision to the complainant in writing within 28 days of the appeal being received, where possible.

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.