



Club Complaints policy

Introduction

The Bowls and Tennis sections each has its own formal complaints policy and procedure. It is expected that most complaints will be dealt with and resolved by the sections. However, there may be situations where a complaint cannot be resolved by the section and appeals to any decisions made by sections can also be appealed by writing to the General Secretary of the Club. This document outlines how the club will deal with any such complaints.

Club Complaints Procedure

1. There are two types of complaint that are addressed by this policy. The first type, Type 1, is an appeal of a sectional decision which can be appealed by writing to the General Secretary of the Club. It is expected this will cover the majority of cases to be addressed by this policy. The second type of complaint, Type 2, would be a new complaint that has not been addressed or investigated by a section under its complaints policy and procedure as, for example, it may not be within the jurisdiction of a section.
2. For both types of complaint the Complainant should report the matter in writing to the General Secretary with as many factual details as possible including:
 - a. Details of what happened
 - b. Details of when and where the occurrence took place
 - c. An indication as to the desired outcome
3. For type 1 complaints any sectional papers and documentation on the original complaint should also be copied to the General Secretary.
4. The General Secretary will log the complaint and inform the Executive Committee of the complaint.
5. The General Secretary will then review the complaint with an Initial Review Committee (IRC) within a month of the complaint being referred to him. The IRC will review and agree the scope of the case and how it should be handled. The IRC will normally consist of the President, the General Secretary and Sectional Chairmen but will not contain anyone with a vested interest in the case, for example, if he or she is involved with the case. The IRC will agree who will sit on the Complaint Review Committee (CRC) to review the complaint and lead any (further) investigations and will inform all relevant parties of the plan to resolve. The members of the CRC people will not have a vested interest in the case.
6. For Type 1 Complaints the CRC can consist of any independent members that the IRC shall decide to co-opt to review the complaint. For Type 2 complaints the IRC must also nominate two further independent members to form an Appeal Review Committee (ARC), who are not part of the CRC but will then be available to review an appeal of the CRC's decision should that be necessary.

7. The CRC may then
 - Request that both parties to the complaint submit written evidence regarding the incident(s);
 - May decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;
 - May (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;
 - Will have the power to impose any one or more of the following sanctions on any person found to be in breach of any Club policy:
 - (a) Warn as to future conduct;
 - (b) Suspend from membership;
 - (c) Remove from membership;
 - (d) Exclude a non-member from the Club, either temporarily or permanently;
 - (e) Turn down a non-member's current and/or future membership applications.
 - (f) Or any other action deemed appropriate.
8. The CRC will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one calendar month of such decision being made and report its decision to the Executive Committee at the next Executive Committee meeting.
9. In the case of Type 1 complaints the above process will draw the complaint to a close.
10. Appeals of decisions on Type 2 complaints can be made within one month of the date of the CRC's decision. The ARC will review the appeal and will have the same powers as at paragraph 7 above. The ARC will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one calendar month of such decision being made and report its decision to the Executive Committee at the next Executive Committee meeting

How will I know what is happening?

The complainant will be given the details of a person who will be their point of contact at the club. That person will make sure that the complainant understands the process and will help to answer any questions or concerns that they may have. The reviewing committee will give the complainant regular updates on the progress of the complaint, at least every 4 weeks.

Next review: September 2022

Francis Harding
General Secretary, BHBLTC
September 2020