



General Complaints Policy

General statement

BowlsWales is responsible for setting and maintaining the standards of service delivery to our Members, stakeholders and the wider public and is committed to dealing with any complaint equitably, comprehensively and in a timely manner.

Dealing with General Complaints

The emphasis of the General Complaints Procedures of BowlsWales will be on the early resolution of problems with a minimum of disruption to Members.

- All complaints will be dealt with sympathetically, fairly and honestly.
- Responses to complaints will be as full and detailed as possible.
- If BowlsWales, its employees, volunteers or usual processes are found to be at fault that will be acknowledged and the complainant will be informed of any future action to be taken to prevent similar problems occurring again.

1. General Complaints

A general complaint that is not linked in any way to an action that might be associated with a criminal, disciplinary, anti-doping or safeguarding offence is defined as:

- an expression of dissatisfaction about an action (or inaction) or decision (or policy) of BowlsWales as a corporate body, or by one of its employees, or by a Director or other volunteer acting in any capacity on behalf of the Company
- a complaint may initially be made verbally (the complainant will be asked to follow it up in writing in the majority of cases), or in writing, either by letter, fax or e-mail

A person making a complaint is usually referred to as "the complainant". Complaints can come from any sphere of your activities. They may come from a member, another organisation, a parent/guardian or a member of the general public. Irrespective of where the complaint originates this standard process should be used.

2. Who will deal with complaints?

In all cases the complaint will be directed to the most appropriate person:

Person/body against whom the complaint is made	Initial response	Response to the Complaint	Additional/subsequent response if complaint not satisfied
BowlsWales as a corporate body or one or more of its Directors	Standard letter, or email confirming receipt of the complaint and name of person to whom the complaint has been referred	General Manager	Chair
Employee		Chair or General Manager	Board
Person working on behalf of BowlsWales in self-employed capacity, or as a volunteer e.g. coach, tournament official, committee member		The member of staff responsible for the relevant area of work e.g. performance, development, events	Chair or other Board Director

3. Process

All general complaints will be acknowledged in writing by letter or email usually within 3 working days/5 days of receipt. The acknowledgement will confirm the person to whom the complaint has been directed and inform the complainant of the procedure that will be followed in dealing with the matter and if possible, the likely timescale. A standard initial response format should be used.

The person receiving the complaint will either deal with it themselves or pass it to the appropriate person to deal with, as shown above.

The person dealing with the complaint will:

- Determine the facts of the matter as required, the actions to determine the facts will vary on a case by case basis
- Keep the complainant informed of progress regarding their complaint, particularly important if there is likely to be a delay in answering the complaint for any reason
- Write to the complainant answering their concerns and giving explanation(s) where appropriate within 10 working days/14 days unless a longer period is required in order to obtain information

If the complainant is not satisfied with the response the person who has dealt with the complaint will endeavour to resolve any further issues raised and will respond again in writing.

In the event that the complainant is still not satisfied the complaint will be referred to the subsequent responder as indicated in the table or their equivalent. Any subsequent correspondence will be dealt with within the same timescales.

BowlsWales should not enter into lengthy and extended correspondence with the complainant once the original complaint and any subsequent substantive issues have been answered and/or resolved as far as BowlsWales is concerned. The General Manager or Chair as appropriate should bring the matter to a close, in the most amicable way possible, if they believe that nothing will be gained by either party through continuance of the discussions.

It is good practice to keep a record of all complaints received as this may show a pattern either about a particular person or a particular way your NGB is working. If this is the case, then a further action or a change in policy may be necessary.