

Cuddington Bowling Club

Internal Complaints/Grievance Procedure

Scope:

To quickly resolve issues or complaints to the mutual satisfaction of both the club and the member/s in a fair and equitable manner following the rules of natural justice and work in conjunction with the clubs constitution and disciplinary procedure.

Internal Complaints/Grievance: - *The Safeguarding Officer may be involved at any stage where applicable.*

1 Individual members (team) complaint/grievance

- a) *The team captain should deal with a team member's complaint/grievance in the first instance informally.*
- b) *A social member should raise their complaint/grievance in the first instance with a lay committee member other than the Officers of the club on an informal basis.*
- c) *If the issue raised in a) or b) above cannot be resolved informally then Stage 1 of the procedure will be invoked when the secretary is informed in writing of the complaint/grievance*

All complaints/grievances regarding issues within a team or as a social member if not resolved informally must be submitted in writing to the Secretary within 14 days. All parties concerned will be informed in writing prior to the complaints/grievance procedure being invoked. **Stage 1 will be convened as soon as is practicable.*

Complaint/Grievance Procedure Stage 1

The lay committee members shall hear the complaint/grievance in the first instance. The lay committee shall make a decision and the outcome of a Complaint/Grievance hearing will be given in writing to the complainant involved within 7 days of the hearing reaching a decision.

*If a member/s at Stage 1 are still aggrieved they have the right of appeal.
Stage 2 shall be invoked within 7 days of the Secretary receiving the written appeal.*

Complaint/Grievance Procedure Stage 2

The complaint/appeal shall be heard in the presence of the Officers of the club (*See constitution*)

Each stage will be heard within 7 days of the complaint being made where practicable.

The outcome of a Complaint/Grievance hearing will be given in writing to the complainant involved within 7 days of the hearing reaching a decision.

If a member/s at Stage 2 are still aggrieved they have the right of appeal. At the end of stage 2 if the full committee deem it necessary and in the best interests of both the club and the member/s concerned they will advise the complainant of their right to appeal

** Time scales may vary depending on the complexity of any issue raised and/or the availability of the full committee*

The member/s if still aggrieved may take the complaint/grievance to the respective leagues under the leagues own complaints/grievance procedures but only after the internal procedures have been exhausted

If any issues of misconduct arise out of these hearings they may be dealt with under the clubs disciplinary code of practice. In the case of gross misconduct the committee may refer the complaint to the CCBA or the respective leagues.

**See BCGBA rules for determining what constitutes gross misconduct*

Complaint/Grievance from External Sources

If a written complaint is received from any external source (e.g. Visitor or neighbour) then the Officers of the club will convene a sub committee to review/investigate the complaint. Following the review/investigation the Disciplinary procedure may be invoked if the complaint/grievance is in relation to a member. If the review/investigation is unable to resolve the complaint to the complainant's satisfaction then the complaint will be review by the full Committee and the Complainant will be advised in writing of any course of action within 14 days if practicable.

**This procedure may be used alongside the Disciplinary Procedure to resolve external complaints.*

Complaint/grievance from External Sources (Bowling related)

Complaints from outside bodies/individuals of bullying, harassment and safeguarding issues etc (*This list is not exhaustive*) must be made initially with the respective captain and attempt to be resolved informally. If the issue cannot be resolved informally then an investigation will take place to determine if the disciplinary procedure needs to be invoked. If the investigation determines that there are sufficient grounds the disciplinary procedure will be as laid out above.

The captain concerned, an officer of the club and lay members co-opted for the purpose of the investigation, can carry out the investigation. It's findings and recommendations will be given in writing to the Secretary who will if required implement the disciplinary procedure.

Complaints against outside bodies

If a member has a complaint against the conduct of a visiting team, or supporter/s during a match/competition they should raise the issue in the first instance with their team captain, who should then inform the visiting team captain and try to resolve the issue informally.

If the issue is not resolved informally the team captain should inform verbally and in writing an officer of the club, who will if required after consultation with the other officers/committee members ask the Secretary to raise the issue in writing as a formal complaint to the club concerned.

If the issue is still not resolved and it is felt serious enough then an EGM of all members will be called. This is to determine if the matter needs to be raised with the respective League Management Committee/s.

Ian R Smith (Chairman) Ian R Smith

Derek Blakesley (Secretary) Derek Blakesley

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Appendix (A)

- (1) If a complaint/grievance is raised against another club member an investigation will be made at Stage 1.*
- (2) Following the investigation each individual will be interviewed separately to ascertain the facts involved.*
- (3) After the lay committee has made a decision the outcome will be given in writing to all parties within the timescale laid out above.*
- (4) Both parties in this instance have the right of appeal.*