



Ref: GOV004 – 06-26

The British Crown Green Bowling Association

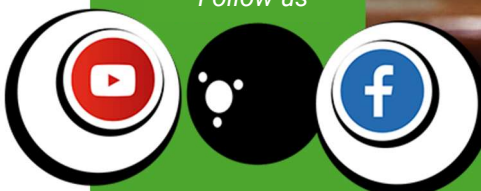
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Complaints Policy



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Complaints Policy

This draft policy has been introduced for operational use pending formal review and adoption by the Board. It forms part of the BCGBA's wider programme of governance development and will sit alongside related policies and procedures.

The BCGBA is committed to handling complaints fairly, promptly, consistently and proportionately. As a small organisation with limited capacity, we aim to operate a process that is clear, practical and focused on resolving concerns at the earliest appropriate stage.

If a concern involves an immediate risk to someone's safety or wellbeing, you should take appropriate urgent action, including contacting the emergency services where necessary.

Scope

This policy applies to complaints about the BCGBA's governance and administration.

Complaints should be made by email or in writing. We will not manage complaints through social media or public online platforms.

A complaint form may be provided to help complainants supply the information we need, but complaints may also be submitted by email or in writing without using the form.

You do not need to be a member of the BCGBA to make a complaint. However, complaints must be submitted through the routes set out in this policy so that they can be considered properly.

For ease of handling, complaints should normally include:

- what happened and why you are dissatisfied;
- any relevant dates, names or documents; and
- the outcome you are seeking.

This policy does not apply to safeguarding, disciplinary, grievance, whistleblowing or regulatory matters where a separate BCGBA policy or procedure applies. Such matters will be handled under the relevant procedure.

Where a complaint raises issues that fall under another BCGBA policy or procedure, the matter may be redirected to the appropriate process. The complainant will normally be informed of this decision and, where appropriate, provided with information about the relevant procedure.

Stage 1: Informal Resolution

Where appropriate, we encourage concerns to be raised informally first. This gives us an opportunity to understand the issue, ask any necessary questions and try to agree a practical resolution without the need for a formal complaint.

We will aim to respond within a reasonable timeframe and will advise if further enquiries are required. If the matter is not resolved informally, or if informal resolution is not appropriate, a formal complaint may be made under Stage 2.

Informal concerns should normally be sent to the CEO by email at dan.newton@bcgba.org.uk.

If the concern relates to the CEO or another senior office-holder, please use the alternative routes set out later in this policy.

Stage 2: Formal Complaint

If the matter has not been resolved informally, or if the issue is sufficiently serious, you may make a formal complaint in writing.

Formal complaints should normally be sent to the CEO by email at dan.newton@bcgba.org.uk.

The complaint will be assigned to the person best placed to investigate and respond. Wherever reasonably possible, that person will not have been directly involved in the matter complained about.

A formal complaint should include a clear summary of what happened, why you are dissatisfied, any relevant dates, names and documents, and the outcome you are seeking.

We will normally acknowledge receipt within 7 working days. We may contact you if we need clarification or further information before we can complete our review.

We will aim to provide a written response within one calendar month. If that is not possible, we will write to explain the reason for the delay and provide a revised response timeframe. The written response will set out the outcome of the complaint and any action the BCGBA considers appropriate, subject to legal, confidentiality and data protection obligations.

If you remain dissatisfied after Stage 2, you may request a review under Stage 3 within 28 days of the date of our response.

Your review request should explain why you believe the outcome was incorrect, incomplete or unfair, and include any relevant new information.

Stage 3: Review

Stage 3 is a review of whether the complaint was handled fairly, whether the process in this policy was followed, and whether the outcome was reasonable on the information available at the time. Wherever reasonably possible, the review will be carried out by the Chair or another appropriate person not previously involved in the matter. In exceptional cases, the BCGBA may appoint an independent person external to the organisation to undertake the review where this is considered necessary to ensure fairness and impartiality.

Complaints About Staff, Volunteers and Board Members

If a complaint concerns the conduct of a named employee, volunteer, officer or Board member, the complaint should set out the concern clearly and include any supporting information available. To support fairness and independence, the complaint should be directed as follows:

- Complaints about the Chair of the Board: send to the Senior Independent Director at Independent2@bcgba.org.uk
- Complaints about the CEO or the Senior Independent Director: send to the Chair at region3@bcgba.org.uk
- Complaints about any other Board member: send to the Chair and copy the Senior Independent Director.

Anonymous Complaints

We may consider anonymous complaints where the information provided is sufficiently clear and serious to justify review. However, our ability to investigate and respond fully may be limited if we cannot ask follow-up questions or provide an outcome.

For that reason, complainants are strongly encouraged to provide their name and contact details.

Confidentiality

Complaints will be handled as confidentially as possible. Information will be shared only where necessary to investigate, consider and respond to the complaint, or where disclosure is required by law, regulation or safeguarding obligations. Personal data will be handled in accordance with applicable data protection law.

Artificial Intelligence

A complainant may use AI tools to help draft a complaint, but the content submitted remains the complainant's responsibility. Complaints should be checked carefully for accuracy, relevance and tone before submission.

Where a complaint relates to a decision made wholly or partly with the support of AI, the BCGBA will ensure that appropriate human oversight is applied and that the decision can be reviewed through this complaints process.

Lengthy or Repetitive Submissions

To help us manage complaints fairly and efficiently, we may ask you to summarise a lengthy, repetitive or unfocused submission so that the key issues can be identified and considered properly.

Where needed, we may pause the process and ask for a short summary of the complaint, including the main facts, why you are dissatisfied, and the outcome you are seeking.

Unreasonable Behaviour and Repeat Complaints

Once the stages in this policy have been completed, the complaint will normally be regarded as closed. The BCGBA will not usually reconsider the same complaint unless there is material new information or a clear reason to do so.

All parties are expected to communicate respectfully throughout the process. The BCGBA may take proportionate steps to manage contact where behaviour is abusive, threatening, harassing or seriously disruptive, in order to protect staff, volunteers and the integrity of the complaints process.

In a small number of cases, complaints may be pursued in a way that is repetitive, disproportionate or unreasonable. In those circumstances, we may limit further correspondence, ask for communication through a single route, or decline to consider matters that have already been fully addressed. If we do this, we will explain our decision in writing.

Review

This policy will be reviewed no later than June 2028 and may be reviewed earlier if required by changes in law, regulation, governance arrangements or operational need.

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Appendix 1: Complaint Form

This form is provided to help complainants give the information needed for the BCGBA to consider a complaint efficiently. Use of this form is helpful but not required. Complaints may still be submitted by email or in writing without using this form.

1. Your details

Name: _____

Email address: _____

Telephone number (optional): _____

Are you a member, club representative, volunteer, employee, or other?

2. About your complaint

Who or what is your complaint about? _____

Date(s) of incident or concern (if known): _____

Please describe what happened and why you are dissatisfied:

3. Supporting information

Please list any documents or information you are providing in support of your complaint:

4. Outcome sought

What outcome are you seeking?

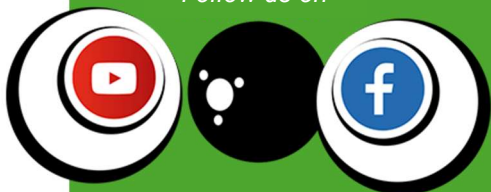
5. Previous steps

Have you already tried to resolve this informally? If yes, please give brief details:

6. Additional support

Do you need any reasonable adjustment or support to help us communicate with you about this complaint?

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The British Crown Green Bowling Association

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