

Initial Procedure for Dealing with Complaints Received

- 1) The individual receiving the complaint should share the details with the Safeguarding Officer (unless the Safeguarding Officer is the subject of the complaint) and together they will decide whether the complaint is a safeguarding matter.
- 2) If the Safeguarding Officer is the subject of the complaint the individual receiving the complaint should share the details with another member of the committee to decide the way forward.

The above actions should take place as soon as possible following receipt of the complaint. If the complaint is received via email an acknowledgement should be sent on receipt.

- 3) If it is decided that the complaint is a safeguarding matter the Safeguarding Procedure should be followed, the first step of which is to ask the Complainant if they are happy for the matter to be shared further.
- 4) If it is decided that it is not a safeguarding matter, the individual receiving the complaint should contact the Complainant and ask them if they are happy for the complaint to be shared with the Main Club Committee and if appropriate what outcome they are seeking.

This should happen within 48 hours of the complaint being received.

Action 1 - 4 should all be undertaken prior to the person whom the complaint is being made about being contacted.

- 5) If the Complainant gives authority for the complaint to be shared, the details of the complaint should only be shared with full committee members, the note-taker or any visitors to the committee should not be involved. Any member of the committee closely connected with either the Complainant or the person whom the complaint is being made about should be excluded from any discussions.
- 6) Either the individual or the Committee (if authority has been received for the complaint to be shared) should decide whether the complaint is a disciplinary matter. If decided it is the Bowls England Disciplinary Procedure should be followed, if not the individual or committee should decide what action to take.
- 7) If the person whom the complaint is being made about has been made aware of the complaint against them and following the conclusion of the matter both the Complainant and the person whom the complaint is being made about should be advised of the outcome.
This is especially important if the person whom the complaint is being made about feels that they are the subject of victimisation.