



## Ball Hockey UK

### Complaints Procedure

#### Statement Of Intent

Ball Hockey UK (BHUK) aims to resolve all complaints at the earliest possible stage. This Complaints Procedure Policy has been created to deal with any complaint relating to any aspect of BHUK or the provision of facilities or services.

Anyone is able to make a complaint about the provision of facilities or services that BHUK provides. This policy outlines the procedure that the complainant and BHUK must follow.

Once a complaint has been made, it can be resolved or withdrawn at any stage.

#### Procedures For Dealing With Complaints

##### Raising A Concern

Any complaint must be sent to [complainBHUK@gmail.com](mailto:complainBHUK@gmail.com).

Concerns can be raised at any time, however, it is important for those making a complaint to recognise that BHUK is run by volunteers and that whilst we will do our best, it may not be possible to respond immediately.

On some occasions the concern raised may require investigation, or discussion with others, in which case you will receive an informal but informed response whilst this is taking place. The vast majority of concerns will be satisfactorily dealt with in this way. However, if you are still not satisfied, please make us aware and we will then investigate it further.

##### Procedure

###### 2.1 Informal Stage one – informal concern

A complaint may be made in person, by telephone or in writing.

The complainant must discuss the concern with either their coach or a member of the Ball Hockey UK board and within 15 days the issue should be discussed in a respectful and informal manner to seek resolution.

If an appropriate resolution cannot be sought at this informal level, or if the complainant is dissatisfied with the outcome following the initial discussions, the complainant may wish to proceed to the next level of the complaint procedure.

## **2.2 Stage two – formal complaint**

Stage two of the process will be completed within 20 days.

Where the situation is recognised as complex and is deemed to be unable to be resolved within this timescale, the complainant will be contacted to inform them of a revised target date.

Once received, the complaint must be recorded in the complaints log, including the date it was received.

BHUK will acknowledge receipt of the complaint and will attempt to resolve the issue, a meeting maybe convened with the complainant to discuss the matter further.

Once the matter has been fully investigated, BHUK will contact the complainant in writing to explain the outcome.

If the complainant is not satisfied with the outcome suggested, the procedure will progress to stage three.

## **2.3 Stage three – formal complaint to independent panel.**

The complainant may write to Ball Hockey UK within 10 days and request a complaints panel be held to hear the complaint.

BHUK convene a Complaints Panel comprising three people not involved in the complaint, one of whom must be independent of the management and running of the complainant's team.

### **Guidance on Complaints Panel**

The aim of the panel hearing, which needs to be held in private, will be to resolve the complaint and achieve reconciliation. However, it has to be recognised the complainant might not be satisfied with the outcome if the hearing does not find in their favour. It may only be possible to establish the facts and make recommendations which will satisfy the complainant that the complaint has been taken seriously.

It is important that the hearing is independent and impartial and that it is seen to be so. Nobody may sit on the panel if they have had a prior involvement in the complaint or in the circumstances surrounding it.

An effective panel will acknowledge that many complainants feel nervous and inhibited in a formal setting. Parents often feel emotional when discussing an issue that affects their child. The panel chair will ensure that the proceedings are as welcoming as possible. The layout of the room will set the tone and care is needed to ensure the setting is informal and not adversarial.

### **The Role of the Clerk**

A clerk is to be the contact point for the complainant and is required to set the date, time and venue of the hearing, ensuring that the dates are convenient to all parties and that the venue and proceedings are accessible. The clerk will further collate any written material and send it to the parties in advance of the hearing and meet and welcome the parties as they arrive at the hearing. The clerk will record the proceedings and notify all parties, in writing, of the panel's decision.

### **The Role of the Chair of the Panel**

The Chair of the Panel has a key role, ensuring that:

- the remit of the panel is explained to the parties and each party has the opportunity of putting their case without undue interruption;
- the issues are addressed;
- key findings of fact are made;
- parents and others who may not be used to speaking at such a hearing are put at ease;
- the hearing is conducted in an informal manner with each party treating the other with respect and courtesy;
- the panel is open minded and acting independently;
- no member of the panel has a vested interest in the outcome of the proceedings or any involvement in an earlier stage of the procedure;
- each side is given the opportunity to state their case and ask questions;
- written material is seen by all parties. If a new issue arises it would be useful to give all parties the opportunity to consider and comment on it.

### **After the meeting**

The Panel members will need to consider the information, come to a decision and suggest a way to resolve the issue. The Complaints Panel members discuss the issues in private and the clerk remains to record the decision. The panel can:

- dismiss the complaint in whole or in part;
- uphold the complaint in whole or in part;
- decide on the appropriate action to be taken to resolve the complaint;

- recommend changes to the systems or procedures to ensure that problems of a similar nature do not recur.

When the Panel has reached a decision the clerk will inform everyone concerned, including the complainant and the person complained about, of the findings and recommendations, in writing as soon as possible. Correspondence, statements and all other records relating to the complaint should be kept in a confidential file, and be available for inspection.

### **Record Keeping**

A written record of all complaints will be kept in a confidential location, including whether they were resolved at Stage 2 or Stage 3 and what action was taken by BHUK as a result of the complaint (regardless of whether it was upheld)

### **Vexatious Complaints**

If properly followed, a good complaints procedure will limit the number of complaints that become protracted. However, there will be occasions when, despite all stages of the procedures having been followed, the complainant remains dissatisfied. If the complainant tries to reopen the same issue or behaves in an unreasonable manner when raising or pursuing concerns Ball Hockey UK is able to refer to the Vexatious Complaints Policy, which is available on the BHUK website.

### **Monitoring & Review**

We are committed to reviewing our policies and good practice every three years or sooner if there are any changes in legislation or government guidance or as a result of any other significant change or event.

Policy Owner	Ball Hockey UK
Policy Title	Complaints Procedure
BHUK Contact Email	<a href="mailto:contactBHUK@gmail.com">contactBHUK@gmail.com</a>
BHUK Website	<a href="http://www.ballhockeyuk.com">www.ballhockeyuk.com</a>
BHUK President Name	Rob Clayton
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