



# *English Carpet Bowls Association*

## **Complaints Procedure**

### **Introduction**

The English Carpet Bowls Association is committed to providing a quality service for its members and working in an open and accountable way that builds the trust and respect of its members and participants of Carpet Bowls

One of the ways in which we can continue to improve our service is by listening and responding to the views of our members, and in particular by responding positively to complaints, and by putting mistakes right.

Therefore, we aim to ensure that:

- Making a complaint is as easy as possible
- We treat a complaint as a clear expression of dissatisfaction with our “service” which calls for an immediate response
- We deal with it promptly, politely and, when appropriate, confidentially
- We respond in the right way – for example with an explanation, or an apology where we have got things wrong, or information on any action taken etc
- We learn from complaints, use them to improve our services, and review annually our Complaints

### **Policy and Procedures**

The English Carpet Bowls Association recognises that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- Resolve informal concerns quickly
- Keep matters low-key
- Enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed. The English Carpet Bowls Association defines a complaint as any expression of dissatisfaction (with the ECBA or an officer) that relates to the English Carpet Bowls Association and

requires a formal response. The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainants satisfaction.

The English Carpet Bowls Associations responsibility will be to:

- Acknowledge the formal complaint in writing
- Respond within a stated period of time
- Deal reasonably and sensitively with the complaint
- Take action where appropriate

A Complainant's responsibility is to:

- Bring their complaint, in writing, to the English Carpet Bowls Associations attention normally within eight weeks of the issue arising
- Raise concerns promptly and directly with the Secretary of the English Carpet Bowls Association
- Explain the problem as clearly and as fully as possible, including any action taken to date
- Recognise that some circumstances may be beyond Bowls England's control

## Responsibility for Action

Responsibility for handling the complaint lies with Vice Chairman and Secretary of the English Carpet Bowls Association, although other officers/committee members may be involved where necessary.

## Confidentiality

Apart from in exceptional circumstances, every attempt will be made to ensure that both the complainant and the English Carpet Bowls Association maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality and each complaint will be judged on its own merit. Should this be the case, the situation will be explained to the complainant.

## Monitoring and Reporting

The officers of the English Carpet Bowls Association will receive annually an anonymised report of complaints made and their resolution.

## Formal Complaints Procedure

### Stage I

In the first instance, if your complaint concerns an officer and you are unable to resolve the issue informally, you should write to the Secretary, so that he/she has a chance to put things

right. In your letter you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking.

You can expect your complaint to be acknowledged within five working days of receipt. You should receive a response and an explanation within 15 working days.

## **Stage 2**

If you are not satisfied with the initial response to the complaint then you may ask for your complaint and the response to be reviewed by the Executive Committee. The English Carpet Bowls Association aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

## **Final Stage**

If you are not satisfied with the subsequent reply from the Secretary on behalf of the English Carpet Bowls Association, then you have the option of writing to the Chair of the English Carpet Bowls Association stating the reason why you are dissatisfied with the outcome. You must do this within 10 working days of receiving the written response from the secretary of the English Carpet Bowls Association.

The Chairman (or their nominee) will normally respond within 10 working days to inform you of the action which will be taken to investigate your complaint, and when you can expect to hear the outcome of the investigation.

His/her decision will be final.