

SPALDING & DISTRICT INDOOR BOWLS CLUB

COMPLAINTS POLICY

The aim of the Policy 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.

If you wish to make a complaint please contact the Club's Bowls Coordinator, Mr Graham Hicks, 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 4 working days of receipt.

Your complaint will be fully investigated by the Bowl's Coordinator and you will receive a written response and an explanation within 28 working days.

If you are not satisfied with the response to the complaint, then you can ask for your complaint and the response to be reviewed by The Complaints Review Body/Chairman of the Management Committee. You must do this within 10 days of receiving the written response from Bowls Coordinator.

The Chairman (or their nominee) will respond normally within 10 working days to inform you of the outcome of the investigation.

The Complaints Review Body's decision will be final.

This policy will be reviewed annually.

Reviewed and reapproved by the Management Committee 4th March 2024