

**Badminton Wales
Sports Wales National Centre
Sophia Gardens
Cardiff
CF11 9SW**

General Complaints Policy

Approved By: HR

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General Complaints Policy

General Statement

Badminton Wales is responsible for setting and maintaining the standards of service delivery to our members, stakeholders and the wider public and is committed to dealing with any complaint equitably, comprehensively and in a timely manner.

Dealing with General Complaints

The emphasis of the General Complaints Procedures of Badminton Wales will be on the early resolution of problems with a minimum of disruption to members and staff.

- All complaints will be dealt with sympathetically, fairly and honestly.
- Responses to complaints will be as full and detailed as possible.
- If Badminton Wales, its employees, board members, volunteers or usual processes are found to be at fault that will be acknowledged and the complainant will be informed of any future action to be taken to prevent similar problems occurring again.

1. General Complaints

A general complaint that is not linked in any way to an action that might be associated with a criminal, disciplinary, anti-doping or safeguarding offence is defined as:

- an expression of dissatisfaction about an action (or inaction) or decision (or policy) of Badminton Wales as a corporate body, or by one of its employees, or by a Director or other volunteer acting in any capacity on behalf of the Company
- a complaint may initially be made verbally (the complainant will be asked to follow it up in writing in the majority of cases), or in writing, either by letter or e-mail

A person making a complaint is usually referred to as “the complainant”. Complaints can come from any sphere of your activities. They may come from a member, another organisation, a parent/guardian or a member of the general public. Irrespective of where the complaint originates this standard process should be used.

2. Process

All general complaints will be acknowledged by email.

The person receiving the complaint will either deal with it themselves or pass it to an appropriate person to deal with.

The person dealing with the complaint will:

- Determine the facts of the matter as required, the actions to determine the facts will vary on a case by case basis

- Keep the complainant informed of progress with regard to their complaint, particularly important if there is likely to be a delay in answering the complaint for any reason
- Write to the complainant answering their concerns and giving explanation(s) where appropriate within 28 days unless a longer period is required in order to obtain information.

The outcome of the complaint is final.

Badminton Wales will not enter into lengthy and extended correspondence with the complainant once the original complaint have been answered and/or resolved as far as Badminton Wales is concerned. The CEO should bring the matter to a close, in the most amicable way possible, if they believe that nothing will be gained by either party through continuance of the discussions.

A record of all complaints received will be held by Badminton Wales. In the case of recessive complaints regarding a particular person or Badminton Wales as an organisation then further action may be deemed necessary.