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

General Complaints Policy

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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. Only complaints (other than those that fall under safeguarding) received within 14 days of the incident will be considered under this policy.

Dealing with 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.
- Where complaints relate to a criminal, disciplinary, anti-doping or safeguarding offence, if deemed reasonable and proportionate, the Chief Executive Officer or their nominees shall have powers to:
    - impose an interim suspension from all Badminton Wales–regulated activities on any individual in a Regulated Position, Position of Trust, or anyone directly or indirectly affiliated with Badminton Wales, where there is an allegation that, if substantiated, would amount to a breach of the Code of Conduct, Code of Ethics, or relate to a safeguarding concern;
    - withdraw any Badminton Wales qualifications and remove from any Regulated Position, Position of Trust or affiliation anyone who has received a caution for or been convicted of any offence;
    - and require that any written and signed suspicion or allegation of abuse, exploitation, harassment or harm made against an individual within Badminton Wales is reported to the relevant statutory agency if necessary.

Commented [RM1]: Where complaints relate to.....

1. Complaints

A general complaint 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:

Commented [RM2]: is:

- 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 repetitive complaints regarding a particular person or Badminton Wales as an organisation then further action may be deemed necessary.

This Policy is under review. For disciplinary cases please refer to Disciplinary Regulations.