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.

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.

1. Complaints

A general complaint is defined as:

- an expression of dissatisfaction about an action (or inaction), behaviour 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
- an expression of dissatisfaction about an action (or inaction) by, or the behaviour of, a member of Badminton Wales

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 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 and logged by Badminton Wales.

Where possible the emphasis will be on resolving the complaint to the complainant’s satisfaction as quickly as possible.

Where it is not possible to resolve the complaint to the complainant’s satisfaction, the complaint will be assessed by the CEO or their nominated deputy. If the complaint is about the actions or behaviour of the CEO, the assessment will be carried out by the Chair.

The assessment will consider whether the matter complained about, if proven, could amount to a breach of the Code of Conduct that would justify disciplinary proceedings or should be dealt with under either the Safeguarding or Anti-Doping procedures. If assessed to fall within one if these categories the matter will be referred into the relevant procedure.

Where the matter complained about would not justify disciplinary proceedings and does not relate to a Safeguarding or Anti-Doping issue, the complaint will be allocated by the CEO or their nominated deputy to a member of Badminton Wales staff, or independent 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
- 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
- Where it is not possible to conclude matters within 28 days, the complainant must be provided with a meaningful update at least every 28 days, or as otherwise agreed with them by the complaint handler.

The outcome of the complaint is final.

Badminton Wales will not enter into lengthy and extended correspondence with the complainant once the original complaint has 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.