



Welsh Short Mat Bowls Association

GENERAL COMPLAINTS POLICY

(Not yet adopted by WSMBA Executive)

Last amended May 2024

The Welsh Short Mat Bowls Association is responsible for setting and maintaining standards relating to the game of Short Mat Bowls in Wales. We are committed to dealing with any complaint equitably, comprehensively and in a timely manner.

Our focus when dealing with complaints will be to seek early resolution of problems with a minimum disruption to our members. To this end, all complaints will:

- Be dealt with sympathetically, fairly and honestly
- Receive as full and detailed response as possible

Where the WSMBA, its officials, Volunteers or members are found to be at fault, that will be acknowledged, and the complainant can expect to be informed of how we will prevent any future re-occurrence.

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 the WSMBA as an organisation, or by one of its officials, or other volunteer acting in any capacity on behalf of the organisation

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, fax 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.

Who will deal with complaints?

In the first instance, complaints will be passed to the Vice-chair for initial investigation, leaving the Chair unbiased and able to become involved should any subsequent action be necessary. Should the complaint be against the Vice-chair, another of the WSMBA Officers will undertake the initial investigation.

Process

All general complaints will be acknowledged in writing by letter or email usually within 3 working days/5 days of receipt. The acknowledgement will confirm the person to whom the complaint has been directed and inform the complainant of the procedure that will be followed in dealing with the matter and if possible, the likely timescale.

The person receiving the complaint will either deal with it themselves or pass it to the appropriate person to deal with, as shown above.

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 regarding 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 10 working days/14 days unless a longer period is required in order to obtain information

If the complainant is not satisfied with the response the person who has dealt with the complaint will endeavour to resolve any further issues raised and will respond again in writing.

In the event that the complainant is still not satisfied the complaint will be referred to the Chair. Any subsequent correspondence will be dealt with within the same timescales.

The WSMBA should not enter into lengthy and extended correspondence with the complainant once the original complaint and any subsequent substantive issues have been answered and/or resolved as far as the WSMBA is concerned. The Vice-chair or Chair as appropriate 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.

The WSMBA will keep a record of all complaints received as this may show a pattern either about a particular person or a particular way the WSMBA is working. If this is the case, then a further action or a change in policy may be necessary