



GBWR COMPLAINTS POLICY AND PROCEDURES

1. Introduction

1.1 GBWR seeks to create a culture where people feel valued, respected and where their talents and ambitions are realised. As such, it is important to us that we deal fairly and quickly with any complaints received from members or contractors. It is also GBWR's policy to ensure that the public and other external bodies with any complaint about GBWR's treatment of them have access to a procedure which can help to resolve such complaints as quickly and fairly as possible.

1.2 The Complaints Policy and Procedures provide for individuals, whatever their relationship, role and status, to raise a complaint through GBWR channels, where it can be appropriately considered and dealt with.

1.3 *Please note: Appeals relating to elite athlete selection are covered by the separate Appeals Process for GBWR's Selection Policy. The following complaints procedures, for dealing with disputes, should be followed in all other instances.*

2. Confidentiality

2.1 All records of complaints will be maintained in accordance with the Data Protection Act. It is important that confidentiality is respected at all times by all parties involved in the process.

3. What is covered by the Complaints Procedures?

3.1 For GBWR members, contractors; and also for members of the public and external bodies:

- Treatment by GBWR members
- Treatment by GBWR employees
- Treatment by GBWR contractors
- Health & Safety concerns

3.2 The list above is not meant to be exhaustive and the procedures may be used to resolve any legitimate concern relating to GBWR business.

4. Procedures

4.1 Stage 1 – Informal Process

4.1.1 GBWR would hope that most complaints can be resolved without recourse to the formal process. As such, if you have a complaint, you are encouraged to discuss it informally and confidentially with your Club representative or the relevant accountable GBWR Officer. A copy of the GBWR structure detailing accountable Officers is available on request. We trust that the majority of concerns can be resolved informally and at this stage.

4.2 Stage 2 – Formal Process (Complaints Form)

4.2.1 If you feel that the matter has not been resolved through informal discussions processes, and you wish to register your complaint formally, you should write to the GBWR Chief Executive using the Complaints Form below.

4.2.2 *Please note:*

- *In the event that your complaint is about the Chief Executive, then the Complaints Form should be addressed to the Chairman, who will designate a GBWR representative (who will be a GBWR Trustee not personally connected with the subject of the complaint) to conduct the investigation.*

4.3 Stage 3 – Formal Process (Investigation)

4.3.1 The GBWR Chief Executive will respond, normally within 7 working days of receiving the completed form, as to what actions will be taken to investigate your complaint.

4.3.2 The GBWR Chief Executive will inform any person complained of about the complaint and ask him/her for a response to the complaint. This will normally be in a meeting, having given him/her advance notice of the matter. If relevant, other witnesses to the incident complained of will be interviewed or be asked to provide statements.

4.3.3 Following the investigation of your complaint the Chief Executive will report back in writing to you the result of the investigation.

4.3.4 *Please note:*

- *Complaints regarding the protection of children or vulnerable adults may be referred to the Police or Social Services.*
- *Complaints alleging criminal activity may be referred to the Police.*
- *Complaints which fall outside the jurisdiction of GBWR Ltd may be referred to an appropriate body for consideration.*

4.4 Stage 4 – Formal Process (Review)

4.4.1 You will then be given an opportunity to comment on the findings of the investigation or alternatively to meet with the Chief Executive to discuss the findings.

4.4.2 Such a meeting, if requested, will normally be held within 21 working days of receiving the request. A complainant has the right to be accompanied to such a meeting by a companion, who must not be a family member and who may not ask questions or make comment during the meeting.



4.5 Stage 5 – Formal Process (Outcome)

- 4.5.1 Following either receipt of your written comments or a meeting, the Chief Executive will consider and advise you in writing of the decision regarding the complaint, normally within 7 working days.

4.6 Stage 6 – Formal Process (Right of Appeal)

- 4.6.1 If, after all steps are completed and a decision is reached and subsequently reported back in writing to the complainant, the matter has not been acceptably resolved, you have the right of appeal to the Chairman. *(Appeals should only be made if all other forms and methods have failed, and as a last resort.)*
- 4.6.2 The Chairman (or his/her authorised representative, who will be a GBWR Trustee not personally connected with the subject of the complaint) will review the outcome of the complaint and make any further investigations into the matter; and give his/her decision within 14 working days of the appeal being received and will report the decision of the appeal back to you.

4.7 Follow-Up

- 4.7.1 If a complaint is upheld, the Chief Executive, Chairman or GBWR Trustee concerned will consider whether to recommend any steps that could be taken to ensure that the incident does not happen again. This may involve, but is not limited to, disciplining an employee, stopping the engagement of a consultant, disciplining a member, amending current GBWR procedures or putting new procedures in place.

5. Disputes regarding this Policy and Procedures

- 5.1 Complainants and GBWR Ltd agree to submit any dispute concerning any matter connected with or arising out of this Complaints Policy and its Procedures exclusively to binding arbitration to be conducted by an Arbitrator (or Panel) appointed by Sports Resolutions UK and pursuant to any rules of conduct of the arbitration laid down by SR (UK) or the appointed Arbitrator.
- 5.2 The Parties agree that they will not commence, continue or maintain any legal challenge to any matter falling under this Policy and Procedures in any court of law or any other dispute resolution procedure. The outcome of the SR (UK) arbitration shall be final and binding.

Approved by the GBWR Board of Trustees on 3 May 2012



GBWR Ltd Complaints Form

Complaint reference number..... Date complaint received
Name/ Address / Contact Details / Capacity of Complainant: <i>(Please note that anonymous complaints will be disregarded.)</i>
Complaint Details <i>(Please specify: what, where, when, who; and attach any relevant correspondence):</i>
Desired Outcome <i>(Please indicate what potential resolution to the complaint you are looking for):</i>
Details of Investigation of Complaint undertaken:
Action/ Remedy taken to resolve Complaint, if upheld <i>(Please attach all correspondence: e.g. letter of resolution, letter of apologies, explanatory emails etc):</i>
Complaint resolved and completed date.....