

RUGBY THORNFIELD OUTDOOR BOWLS CLUB

COMPLAINTS POLICY

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Section 1: Introduction

- 1.1 In relation to disciplinary and misconduct issues, Rugby Thornfield Outdoor Bowls Club follows all procedures set out in Bowls England [Regulation 9](#) and abide with all sanctions, recommendations and/or decisions from the Case Management Panel or National Disciplinary Panel.'
- 1.2 Regulation 9 procedures are involved and lengthy. Bowls England have produced a Club user guide in flow chart format to assist. Relevant links to the user guide, Bowls England pages and all associated documents can be found at the bottom of this page.

Section 2: Regulation 9

- 2.1 For the purposes of this Regulation, the definition of 'misconduct' is covered fully in Regulation 9.2. It does not deal with any other dispute that does not involve misconduct.
- 2.2 Unless the circumstances of a particular complaint make it inappropriate, Rugby Thornfield Outdoor Bowls Club would generally seek to consider alternative means of resolving a dispute informally, such as conciliation or mediation, before a complaint proceeds to a formal hearing. The Club would attempt to seek the agreement of the persons involved to consider this alternative. If either party refuses, then Regulation 9 must be adhered to.

Section 3: Complaint

- 3.1 If a complaint has been received in writing to the Club President, it must always follow the procedures set out in Regulation 9 when dealing with complaints alleging misconduct.

- 3.2 Anyone can make a written complaint against an affiliated club or affiliated member under Regulation 9, a complainant does not need to be a “member of Bowls England” or even a club member.
- 3.3 Under Regulation 9, there is a very strict process for what happens next, including timings and who is involved. There is a user guide that will assist (link below).

Section 4: Important Links

- 4.1 [Bowls England Disciplinary and Misconduct Information](#)
- 4.2 [Regulation 9 - Club](#)
- 4.3 [Misconduct: Club User Guide](#)
- 4.4 [Appeal Form](#)