



A guide to making a complaint of misconduct





A guide to making a Complaint of Misconduct under R9



What is misconduct?

Misconduct encompasses a broad spectrum of behaviours that violate Bowls England's Rules and Regulations, or the codes of conduct

Who can make a complaint of misconduct?

Any persons can make a complaint of misconduct against an Affiliated Member of Bowls England

When should a complaint be made?

Complaints of misconduct must be submitted within 14 days of first awareness of them arising

How to make a complaint?

All complaints of misconduct should be made using the Bowls England 'Complaints Form' template

Who should the complaint be sent to?

In most cases a Complainant makes a complaint about a member of their own Club for misconduct. If this is the case, submit the 'Complaints Form' to your Club's Complaint Assessor, who is likely to be the Chair

If the complaint is about a member of a different Club, send the 'Complaints Form' to the member's Complaint Assessor

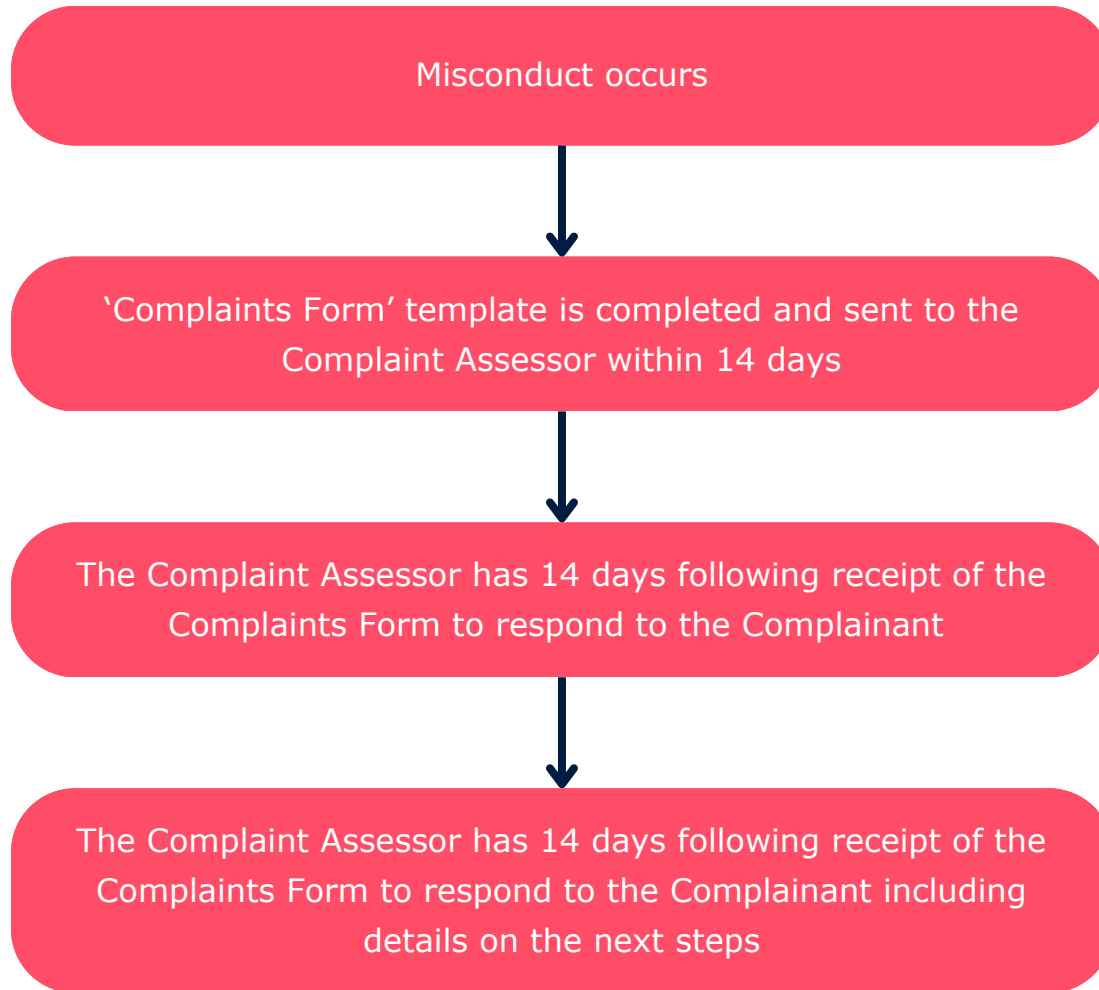
If the complaint is about misconduct that occurred at County level, send the 'Complaints Form' to the County Complaint Assessor, who is likely to be the Chair of the County Association

Anonymous complaints

Anonymous complaints will be treated as feedback and will not be investigated or dealt with in accordance with this Regulation



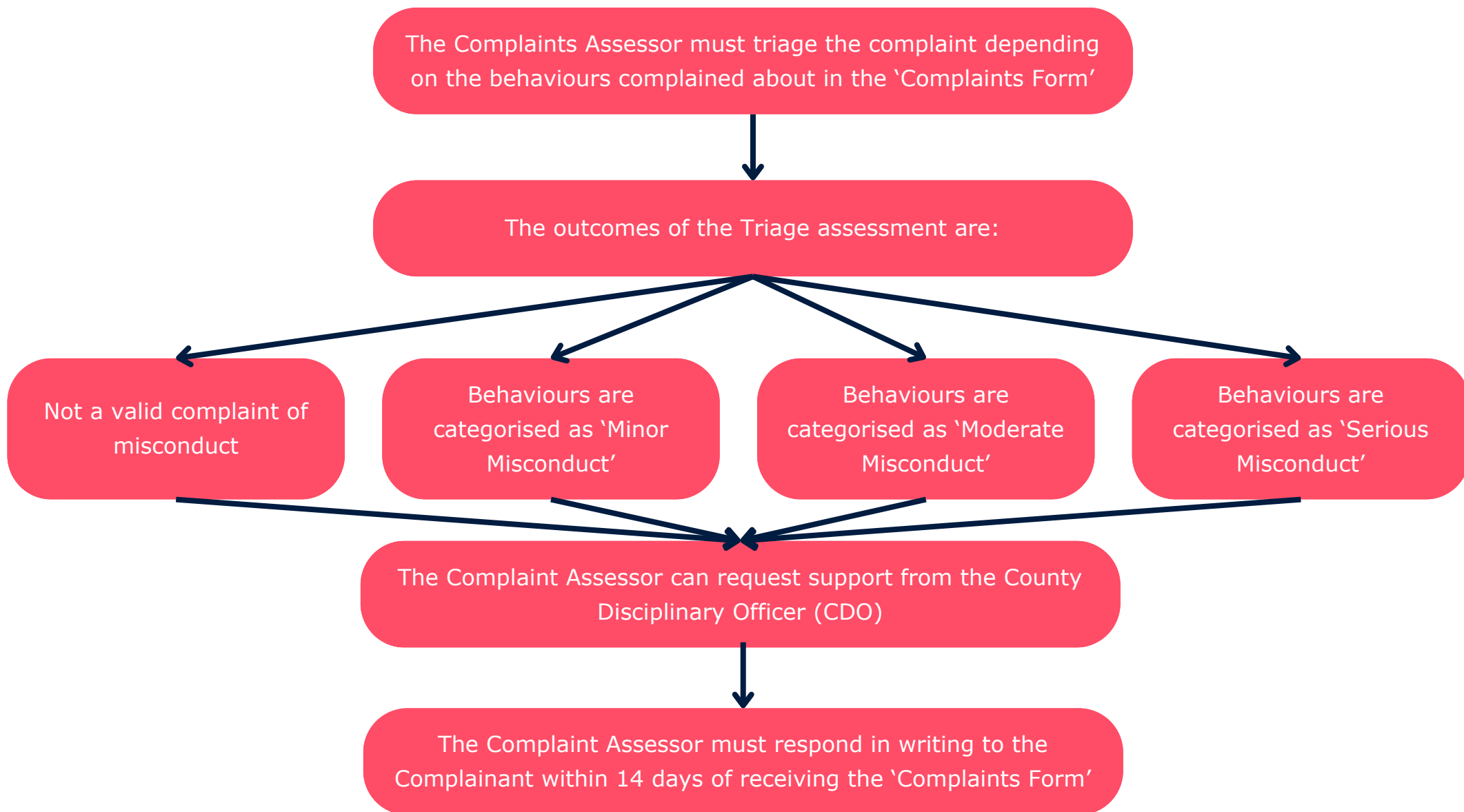
A guide to the initial timelines of R9



As the Complainant, if you do not hear back from the Complaint Assessor in writing within 14 days please contact your County Disciplinary Officer, listed on the Bowls England website



A guide to how complaints are triaged by Complaint Assessors





What to do if you are not happy with the outcome of your complaint



Not a valid complaint of misconduct

If your complaint has been categorised as 'not a valid complaint', you can challenge this decision and ask for it to be reviewed at the next level, using the 'Review Request', see 'Review Request' workflow for next steps

Behaviours are categorised as 'Minor Misconduct'

The Informal Resolution Letter constitutes the only stage of the Informal Process and there is no option to appeal

Behaviours are categorised as 'Moderate Misconduct'

If Mediation has been successful, a mediation agreement will be signed and is final and cannot be appealed.

If, following Mediation fails at Affiliated Club level or County Association level, then it will be the decision of the Complaint Assessor, in consultation with the CDO, as to whether the complaint can proceed to a Hearing and be dealt with, this decision can be appealed see 'Appeal' workflow for next steps

Behaviours are categorised as 'Serious Misconduct'

Following the Disciplinary Hearing, all parties have a right to appeal if one or more of the grounds for appeal have been met, see 'Appeal' workflow for next steps



The importance of mental health & wellbeing



We understand that parties involved in a misconduct complaint investigations sometimes may experience personal challenges (as with any conflict resolution process), therefore, we have provided a list of external agencies that can offer guidance and support for well-being and mental health concerns.

It's important to remember R9 is focused on ensuring a fair and just resolution of misconduct complaints, and Bowls England are here to support from a procedural guidance point of view.

Samaritans

Speak to a Samaritan Volunteer in confidence without judgement.

08457 90 90 90

[Samaritans.org](https://www.samaritans.org)

Together All

A safe, online community where people support each other anonymously to improve mental health and wellbeing.

togetherall.com

Mind

If you or someone you know is going through a difficult time, Mind can offer support.

0300 123 3393

mind.org.uk/information-support/helplines/