

MISTLEY AND MANNINGTREE BOWLS CLUB

Complaints Policy

This policy is agreed by the Club Committee and will be reviewed annually.

This policy is in line with Bowls England policy on Misconduct- Regulation 9/9A.

If any¹ Club member or visitor feels that he or she has suffered discrimination in any way or that Club Policies, Rules, or Codes of Conduct have been broken, they should follow the procedures below:

If the matter relates to children, young people and adults at risk of harm or abuse, it should be reported to the Club Safe-guarding officer.

Process

- 1 For complaints not related to children, young people and adults at risk of harm or abuse the matter should be referred to the Bowls Club chair/president. The report should include:
 - a. Details of the incident
 - b. The date and time the incident occurred
 - c. Names of any witnesses or people present at the time of the incident
 - d. Statements from any witnesses
 - e. an indication as to the desired outcome.

Stage One

2. The first stage of the complaint process will be for the Club to try to resolve the complaint informally via discussion with both parties to find an amicable resolution. This should be achieved within 14 days from receipt of the complaint. The complaint and resolution will be documented and kept in a complaints file.

Stage Two

3. If the complaint is not resolved informally the President will convene a Disciplinary Committee of three Members who are independent of the people involved and none of whom shall have had any previous involvement or prior material knowledge of the alleged misconduct. One of these three will act as Chair of the Club Disciplinary Committee. The Committee:
 - a. will treat every report as confidential
 - b. will not discuss any matters with anyone outside of the committee other than to request expert advice
 - c. will forward the names of members of Club Disciplinary Committee to the accused member/members who may object to a maximum of two
 - d. will request that both parties to the complaint submit written evidence regarding the incident(s)

¹ Bowls, snooker, social or life member

- e. will forward copies of evidence to the parties involved (suitably redacted)
 - f. may decide to dismiss the complaint without holding a hearing if there is insufficient evidence to continue
 - g. will seek to ascertain whether the accused member/members accept the written evidence or whether witnesses are required to give evidence in person at the Club Disciplinary Hearing
 - h. may hold a hearing (whether such a hearing is requested by either party) at which both parties will be entitled to attend and present their case
 - i. arrange for a hearing within 42 days of receiving the complaint
 - j. will arrange for minutes of the Disciplinary Hearing to be taken
 - k. Club President or Selected Nominee to act as Case Presenter
 - l. The hearing will be conducted in accordance with Bowls England Regulation 9 (sections 3.5 to 3.20 inclusive)
 - m. will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy:
 - i. warn as to future conduct
 - ii. suspend from membership
 - iii. remove from membership
 - iv. exclude a non-member from the facility, either temporarily or permanently
 - v. turn down a non-member's current and/or future membership applications
4. If suspension or exclusion is proposed please refer to Bowls England Regulation 9 Sections 15, 16 & 17
 5. Will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made
 6. The Chair of Club Disciplinary Committee prepares SHORT report which will be filed on the complaints file
 7. If allegation of misconduct is proven, the accused member/members are to be advised in writing of their right of appeal to County Association - template form available on Bowls England website. The appeal must be made within 14 days of the Disciplinary Hearing.

End

This version is dated October 2022 and will be reviewed annually.