

## Complaints Procedure

### 1. General

All members should feel able to raise a complaint without fear of retribution or penalty. If you have a complaint about matters within, or of interest to, Pétanque England (PE), we want to hear about it. Complaints help our continuous review of policies and procedures as we strive for best practice.

All complaints will be dealt with fairly and appropriate action taken in those circumstances when evidence shows that your complaint is reasonable and justified.

Unless your complaint is about PE, its Directors or Officers, your complaint must be handled at a local level before elevation to PE as a National Governing Body (NGB).

- For a club matter, try to resolve it at your club level before involving your region.
- For a regional matter, try to resolve it at your regional level before escalating it to PE.

To aid your tracking you can use the attached form at any level of PE.

### 2. Procedure

#### 2.1

If your complaint has been not resolved at a local level, then you may bring your complaint to PE formally. Written evidence will be required of your attempt at local resolution. Your formal complaint to PE must be in writing. Please describe your complaint as fully and clearly as you can, preferably using the PE Complaint Form on page 3. Include images if they are available and all supporting documents.

#### 2.2

Providing that your complaint relates to alleged misconduct on the part of any PE member or Officer, PE registered club, PE region, or PE affiliated league please address it to the Resolutions Panel - [resolutions@petanque-england.uk](mailto:resolutions@petanque-england.uk) in confidence. The panel is made up of 3 PE members/officers appointed by the PE Board. They will acknowledge receipt of your written complaint within 5 days and will explain how your complaint will be dealt with.

#### 2.3

You must raise the complaint within 21 days of the incident or, where a series of associated incidents have occurred, within 21 days of the last of these incidents. We may consider complaints made outside of this time frame only if exceptional circumstances apply.

#### 2.4

Before any investigation, we will ensure that your complaint is fully understood, so there may be clarification sought by us. It will be reported to the PE Board that your complaint has been received. An investigation will be carried out and a report produced.

## 2.5

In accordance with The Equality Act 2010, we will make reasonable adjustments, if required, to enable complainants to access and complete this complaints procedure. For instance, providing information in alternative formats, assisting complainants in raising a formal complaint or holding meetings in accessible locations.

### 3. Stages

**Stage 1** Your complaint will be considered by the Resolutions Panel. During the investigation they will, if necessary, interview those involved in the matter and/or those complained of, allowing them to be accompanied if they wish. Records will be kept of any meetings/interviews in relation to their investigation. You will be notified of their decision normally within 21 days. This decision will be final. This timescale is indicative and may be extended. We may provide one or more of the following outcomes:

- an explanation
- a finding that the situation could have been handled differently or better
- an assurance that we will try to ensure the event complained of will not recur
- an explanation of the steps that have been or will be taken to help ensure that it will not happen again and an indication of the timescales within which any changes will be made
- an undertaking to review relevant PE policies in the light of the complaint
- an apology

**Stage 2** If you are dissatisfied with the outcome at Stage 1 and wish to take the matter further, you can escalate your complaint to be considered by a Review Panel comprised of a maximum of 3 Board Members. They will review your complaint only to determine that this Complaints Procedure has been correctly implemented and that no material element of the complaint has been overlooked or inadequately addressed.

They will not consider any additional evidence presented after your original complaint has been submitted. The panel can uphold your complaint in whole or in part, or dismiss your complaint in whole or in part. You will be notified of their final decision normally within 21 days. This timescale is indicative and may be extended.

#### 3.1

In exceptional circumstances, the services of an external body such as Sport Resolutions, or another National Governing Body or legal practice may be used to handle part or all of this Complaints Procedure.

#### 3.2

Whilst we welcome complaints and will strive to resolve them according to this procedure, unreasonable complaints will not be tolerated. Please see PE Unreasonable Complaints Policy.

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# PE COMPLAINT FORM

Please complete your details below:

First Name		Surname	
Address			
Tel No		Email Address	
Date Submitted			

Please give full details of your complaint: -

What actions, if any, have you taken, to date, to resolve the situation?

Have you previously spoken to anyone about your complaint; if so, who? What was the response?

Your complaint will be fully investigated, and you will receive an acknowledgement by email within 5 days. We aim to provide a substantive response within 21 days.

Send to [resolutions@petanque-england.uk](mailto:resolutions@petanque-england.uk) or contact us for a postal address.