

COMPLAINTS PROCEDURE

1. INTRODUCTION

- 1.1 Defined terms in this Policy shall have the same meaning set out in the Articles of Association and in the Framework Document accessible on the Organisation's [website](#).
- 1.2 Volleyball England ("the **Organisation**") prides itself on providing a first class service to its members and non-members alike. Occasionally people express dissatisfaction about the service, the staff or the applications of rules, regulations and procedures. When received, these are handled in a professional and serious manner.
- 1.3 We recognise that complaints are a valuable form of feedback on our service delivery. We use this feedback to identify the root causes of complaints and to ensure that improvements are made to our processes for the benefit of both our customers and ourselves.
- 1.4 If you raise an issue with us we will:
 - 1.4.1 listen to you, and make every effort to understand the reasons for your complaint;
 - 1.4.2 endeavour to resolve your problem at your first point of contact;
 - 1.4.3 ownership of your complaint to ensure resolution; and
 - 1.4.4 offer fair solutions quickly.
- 1.5 We also welcome positive feedback from customers about our services and staff.

2. FILING A COMPLAINT

- 2.1 Complaints will only be accepted from persons willing to disclose their identity. Complaints are not merely comments about the service - they are investigated when the 'complainant' puts on record, preferably in writing, a description of the complaint. Should the initial complaint be received by telephone – the complainant will be asked to put the complaint in writing, for signature verification.
- 2.2 On receipt of a complaint this will be defined and the Deputy CEO will exercise judgement about the seriousness with which it will be treated and the resources allocated to this task.
- 2.3 Complaints may be received by any member of the staff and Board members who will pass them on to the Deputy CEO.
- 2.4 Complaints received that are of a vexatious nature will be dealt with in line with our Vexatious Complainant Policy.

3. WHO CONDUCTS THE INVESTIGATION

- 3.1 The complaint will be dealt with, either at the national office by the Hub Team and CEO, or be passed to the relevant person of the volunteer arm of the Organisation, including:
 - 3.1.1 the Chair of the Board;

- 3.1.2 a Board Director;
- 3.1.3 a relevant Working Group;
- 3.1.4 Safeguarding Technical Lead; or
- 3.1.5 the Disciplinary Committee.

3.2 Where appropriate considering the nature of the complaint the CEO may refer to the Chair of the Board for guidance on the relevant body to consider the complaint. This guidance may include an initial body to consider the complaint and/or escalation to another body dependent on initial findings.

4. **ASPECTS CONSIDERED BY THE INVESTIGATION**

The investigating officer will conduct any necessary investigation taking into account whether it:-

- 4.1 falls within any relevant Code of Conduct;
- 4.2 is covered by other policies (e.g. Safeguarding Policy);
- 4.3 is covered by competition rules or similar (e.g. National Volleyball League rules); and
- 4.4 it concerns any other party.

5. **THE OUTCOME**

- 5.1 A speedy and timely response will be sent to the complainant and to other parties if necessary. A copy of the outcome will be also be sent to the Deputy CEO in order to be filed.
- 5.2 Should the complaint be of such a nature as to warrant disciplinary action, e.g. flagrant disregard of rules, health and safety, equity policy, this may be pursued further following recommendation from the original findings. This may be in accordance with the Grievance and Disciplinary Policy and/or, at the Board's discretion, may be referred to the Disciplinary Committee for further review in accordance with its terms of reference.

6. **SUBMITTING COMPLAINTS**

Should you wish to make a complaint this can be put in writing to Volleyball England and sent to:

Deputy CEO
Private and Confidential
Volleyball England SportPark
Loughborough University
3 Oakwood Drive Loughborough
LE11 3QF;
or
via email on complaints@volleyballengland.org