



Complaints Policy of English Racketlon Association

The English Racketlon Association (ERA) views complaints as an opportunity to learn and improve for the future, as well as a chance to put things right for the person or organisation that has made the complaint.

Therefore we aim to ensure we:

- Provide a fair complaints procedure which is clear and easy to use for anyone wishing to make a complaint;
- Make sure everyone at ERA knows what to do if a complaint is received;
- Make sure all complaints are investigated fairly and in a timely way;
- Make sure that complaints are, wherever possible, resolved and that, where there is a risk that relationships might be damaged, these are repaired;
- To gather information which helps us to improve what we do.

We recognise that many concerns will be raised informally, and dealt with quickly. Our aims are to:

- resolve informal concerns quickly;
- keep matters low-key;
- enable mediation between the complainant and the individual to whom the complaint has been referred.

An informal approach is appropriate when it can be achieved. But if concerns cannot satisfactorily be resolved informally, then the formal complaints procedure should be followed.

Definition of a Complaint

A complaint is any expression of dissatisfaction, whether justified or not, about any aspect of ERA.

Where Complaints Come From

Complaints may come from any person or organisation with a legitimate interest in ERA, namely Umpires, Referees and competitors participating in ERA events, National Governing Bodies (LTA, ETTA, ESR, BE), Sport England, Supporters and Sponsors, Sports Clubs and Venues participating in ERA competitions and events and the Fédération Internationale de Racketlon. This policy does not cover complaints from ERA Volunteers, who should use ERA Grievance policies.

A complaint can be received by phone, by email or in writing.

A complainant's responsibility is to:

- bring their complaint, in writing, to ERA's attention normally within 8 weeks of the issue arising;
- raise concerns promptly and directly with a member of the Management Board at ERA;
- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow ERA a reasonable time to deal with the matter;
- recognise that some circumstances may be beyond ERA's control.

Confidentiality

All complaint information will be handled sensitively, telling only those who need to know and following any relevant data protection requirements.

Responsibility

Overall responsibility for this policy and its implementation lies with the Management Board of ERA.

Review

This policy is reviewed regularly and updated as required.

Formal Complaints Procedure

Stage 1

In the first instance, a complainant is unable to resolve the issue informally, he or she should write to the member of the ERA Management Board who dealt with the issue so that he or she has a chance to put things right. If the complaint concerns a Director of the Management Board of ERA the complainant should write formally to the individual concerned. In the letter the complainant should set out the details and consequences of the complaint and the remedy being sought.

The complainant can expect the complaint to be acknowledged within 4 working days of receipt. He or she should get a response and an explanation within 15 working days. If the complainant is unsure which member of ERA to write to, the complaint should be sent to the ERA Complaints officer (due to be elected at next AGM 2014¹).

The Complaints Officer will commence an investigation on receipt of a written complaint that does not raise any child protection issues.

The Complaints Officer shall also consider whether such complaint or other matter falls within the scope of ERA's control.

The Complaints Officer shall have the power to require:

- the attendance, upon reasonable notice, of any individual to answer questions and provide information; and
- the production, upon reasonable notice, of documents, information or other material in whatever form held.

At the completion of the investigation the Complaints Officer shall submit a completed Complaints Form with his/her recommendations to the ERA Directors who shall decide the appropriate course of action as follows:

Where the investigation establishes that there is no case to answer the complaint shall be dismissed and the Complaints Officer will write to the interested parties informing them of the decision.

Where the investigation establishes that the complaint is justified the ERA Directors' shall either accept the recommendations of the Complaints Officer or decide how the matter should be dealt with and the Complaints Officer will write to the interested parties informing them of the decision.

Stage 2

If the complainant is not satisfied with the initial response to the complaint then he or she can write to one of the English Racketlon Association CIC Directors, namely Keith Lesser, Ray Jordon or Stuart Foster, stating the reason why he or she is dissatisfied with the outcome. The complainant must do this within 10 days of receiving the first written response. The Complaints Officer will write to all interested parties informing them that the matter has been referred to the Board.

The Directors will consider the Complaints Form, any associated documentation and any further information supplied by the complainant in support of their complaint and decide the appropriate course of action, to either uphold the decision of the Complaints Officer or decide how the matter should be dealt with.

In either case the Complaints Officer will write to all interested parties informing them of the decision and that there is no further right of referral.

ERA's aim is to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding

¹ Until then complaints should be sent directly to one of ERA Directors (Stage 2)

to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected