



Policy and Procedures

Complaints

Implementation Monitoring Officer:

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Policy owner:

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Approved by:

The Welsh Lacrosse Executive Board

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Policy

Wales Lacrosse is committed to providing a quality service to its members.

Occasionally we may get things wrong and make a mistake. When we do, we would like to respond quickly, fairly and sensitively, and when appropriate, confidentially, in order to put things right. We shall respond in the right way - for example, with an explanation, or an apology where we have got things wrong or by providing information on any action taken. Wales Lacrosse is committed to learn from complaints, use them to improve its service to members and review annually its complaints policy and procedures.

A complaint might be described as an expression of dissatisfaction with Wales Lacrosse, an action that has occurred or been forgotten or mishandled, an action concerning a member or a volunteer officer, or anything that might relate to Wales Lacrosse and needs a response.

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

- resolve informal concerns quickly;
- keep matters as low-key as possible; and
- facilitate mediation between the complainant and the person to whom the complaint has been referred.

An informal approach is preferred and appropriate when it can be achieved. If, however, concerns cannot be satisfactorily resolved informally, then the formal complaints procedure shall be followed.

The formal complaints procedure is intended to ensure that all complaints are handled fairly, consistently and wherever possible resolved to the complainant's satisfaction.

Wales Lacrosse's responsibility will be to:

- acknowledge the formal complaint in writing;
- provide an initial response within a stated period of time;
- deal reasonably and sensitively with the complaint; and
- take action where appropriate.

A complainant's responsibility is to:

- bring their complaint, in writing, to Wales Lacrosse's attention, normally within 6 weeks of the issue arising;
- raise concerns promptly and directly with the person in charge of the action about which the complaint is being made first (if appropriate) and then with the Chief Executive Officer, following the steps below;

- explain the problem as clearly and as fully as possible, including any action taken to date;
- allow Wales Lacrosse a reasonable time to deal with the matter; and
- recognise that some circumstances may be beyond Wales Lacrosse's control. Unless exceptional circumstances apply, every attempt shall be made to ensure that both the complainant and Wales Lacrosse maintain confidentiality. Should circumstances prove to be exceptional, the situation shall be fully explained to the complainant.

Complaints Procedure

Step 1

If it is not possible to resolve the issue informally, the complainant should write¹ to the board member concerned or the person in charge of the action about which the complaint is being made. The purpose of this would be to give them an opportunity to put things right. The complainant should receive a written acknowledgement within 4 working days of receipt of the complaint. The complainant should get a response and an explanation within 15 working days.

Step 2

If the initial response to the complaint is not considered to be satisfactory then the complainant can write to Wales Lacrosse's Chief Executive and ask for the complaint and the initial response to be reviewed. The complainant can expect the Chief Executive to acknowledge the request within 4 working days of receipt and to issue a response within 15 workings days.

Timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, the complainant will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.

Step 3

If the complainant is not satisfied with the subsequent reply from the Chief Executive then they may write to the Chair of Wales Lacrosse. Should the complaint be against the Chair of Wales Lacrosse, then the request should be redirected to the President or Vice President of Wales Lacrosse. The same timings will apply as for step 2.

¹ "Write" may be taken to mean a letter or an email.