



STAFFORDSHIRE SCHOOLS' BADMINTON ASSOCIATION
Affiliated to BADMINTON England



COMPLAINTS PROCEDURES

ANY COMPLAINT WITH RESPECT TO JUNIOR MEMBERS, PARENTS / CARERS OFFICIALS AND VOLUNTEERS:

The SSBA encourages minor disagreements and grievances to be settled through discussion with the parties involved prior to being escalated to an official complaint. Assistance with this process can be provided from unaffected members of the management committee upon request.

The above process may not always be appropriate if any junior member, parent / carer, official or volunteer feels a serious breach of SSBA codes of practice, conduct or procedures has taken place. In these cases an official complaint may be lodged and the SSBA is committed to ensuring that all complaints are dealt with in a comprehensive and professional manner and will always try to ensure impartiality and fairness to the involved parties. In cases of official complaints, the following will apply:

- 1 Official complaints against any member, parent / carer or official must be lodged in writing to the SSBA Secretary giving full details and explanation why the complainant feels a breach of SSBA codes of practice, conduct or procedures has taken place.
- 2 Upon receipt of a written complaint the SSBA Secretary will inform all other members of the management committee as soon as practically possible.
- 3 A decision will be made by the management committee regarding which appropriate available members will be required to carry out enquiries in order to establish the facts of the case as far as possible.
- 4 The SSBA Secretary will reply formally to the complainant within 5 days from receipt of the complaint informing them of the procedure in hand.
- 5 Following establishment of the enquiry team, a nominated committee member will contact the junior member, parent / carer, official or volunteer against whom the complaint has been made, informing them of the complaint and asking for a formal written response within 7 days or as soon as practical if there is justification for more time.
- 6 Upon receipt of the formal response the enquiry team will meet and try to establish if a breach of SSBA codes of practice, conduct or procedures has taken place. A decision will be made to:
 - a) To uphold the complaint and follow the SSBA's disciplinary procedures at an appropriate stage. A report to be given to the SSBA Secretary confirming the enquiry teams recommendations.
 - b) To not uphold the complaint. A report to be given to the SSBA Secretary confirming the enquiry teams decision. The SSBA Secretary will contact both parties informing them of the enquiry team's decision.
 - c) Request more information from relevant parties if a decision can not be reached. Upon receipt of further information the enquiry team to reconvene to decide on a) or b) above.

NOTE:

These procedures deal with non criminal breaches of codes of practices, conduct and procedures. If there should ever be serious allegations of a criminal nature the SSBA management committee may place the matter in the hands of the police or appropriate external agency if not already done so by the complainant.

SIGNED:

DATE:

06/01/18

NAME:

Edward Twigg

POSITION: SSBA Chairperson