

# BHA Complaint Procedure

Berkshire Hockey Association (BHA) is committed to working in an open and accountable way that builds trust and respect. We work hard to get things right first time but we're human and so occasionally things go wrong. If you have a complaint, please let us know so that we can put things right. We recognise that many concerns will be raised informally, and dealt with quickly. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.

Any complaint or appeal arising from the England Hockey Disciplinary Code, should be addressed directly with England Hockey, using the process laid out on England Hockey's website.

We have a two stage complaints procedure which includes an internal escalation process to our Chair. If the complaint relates to the Chair, you can contact our Welfare Officer directly. We normally expect to resolve a concern at Stage 1 but if you are not happy with your first response, please contact our Welfare Officer.

## Stage 1

In the first instance, if you are unable to resolve the issue informally, please write (letter or email) to the volunteer (e.g. coach, committee member, team admin etc.) who dealt with you, so that he or she has a chance to put things right. In your letter/email you should set out the details of your complaint, the consequences for you as a result, and the remedy you are seeking. Issues raised only in person, by phone, at an event or an event will not be treated as formal complaints unless the person to whom the matter is addressed specifically agrees with you that they are accepting it as a formal complaint rather than requiring it to be followed up by you in writing.

Any such letter / email including a complaint should include a clear title and deal only with the complaint, rather than be included in a communication on other matters. This to ensure it can be promptly identified and acted upon and if it is not sufficiently addressed in this way, BHA reserve the right to not treat it as a formal complaint.

## Stage 2

If you are not satisfied with the initial response to the complaint, then you can write to BHA's Chair and ask for your complaint and the response to be reviewed. It is our aim 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.

All complaints and requests for review under our complaint procedure should be sent as follows by email to the Chair or Welfare Officer as described above. Contact details are available on the Berkshire Hockey Association website ([www.berkshirehockey.org](http://www.berkshirehockey.org))

**Confidentiality:** Except in exceptional circumstances, every attempt will be made to ensure that both BHA and the complainant maintain confidentiality. However, the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

**Monitoring and Reporting:** BHA will record and monitor complaints and their resolution to maintain our commitment to continuous improvement.

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