



Trentham Bowling Club Complaints Procedure



Rationale for Complaints Procedure

Trentham Bowling Club remains of the opinion that nearly ALL concerns or disputes can be resolved by early communication between the involved parties. The purpose of both informal and formal complaints procedures are to ensure that all complaints are handled fairly, consistently, independently and in a confidential manner.

Stage 1 - Discussion

If any Member has a direct concern regarding (a conversation with or behaviour of) a fellow Trentham Member, then Trentham Bowling Club would encourage that Member to have a timely and private discussion with the individual concerned. It would be hoped that many differences of opinion can be amicably resolved .

Stage 2 – Informal Complaint

In the event that an aggrieved Member does not feel able to talk directly to Member concerned, or does not feel the matter to be resolved, then he/she should inform the Club President, Club Welfare Officer (or nominated Deputy), by telephone, e-mail or letter.

The President/Welfare Officer/nominated Deputy would then invite both Parties to an informal Meeting at Clubhouse. The aim would be to convene this meeting within 10 working days. Either party would be permitted to bring along one individual as “support” if needed. It would be hoped that all concerns could be addressed informally, fully, confidentially and to the satisfaction of both parties.

Stage 3 – Formal Complaint

Should the Concerns not be resolved, a Complaint would only then be escalated to a Formal written status. The letter should include as a minimum, full details of the complaint, the consequences for you as a result, and the remedy you are seeking. It should be addressed to President or Club Welfare Officer at Trentham Bowling Club, Off Bowling Green Lane,

Both Parties will be notified by letter within 5 days of receipt of complaint and a complaint hearing to be scheduled within 15 working days. Written information is invited from both Parties in advance of the meeting but neither Plaintiff nor Respondent will be required to attend the Meeting itself

A Complaints panel of 5 committee Members, chaired by Club President or Club Welfare Officer (or nominated Deputy) will then meet to discuss details of Complaint. No

Member of the panel should have any direct relationship with either the Plaintiff or Respondent.

Wherever possible both Parties should anticipate a written final report (or an interim report in more complex investigations) within 10 working days of the hearing.

S.B 18th February, 2023