



# FERNDOWN BOWLS CLUB

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## Ferndown Lawn Bowls Complaints Procedure

### 1. Purpose

In the event that any member feels that he or she has suffered discrimination in any way or that the Club Policies, Rules or Codes of Conduct have been broken they should follow the procedures below:

At Ferndown Bowls Club we aim to treat all complaints fairly, promptly, and transparently, in line with Bowls England's disciplinary regulations and safeguarding standards.

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### 2. Scope

This procedure applies to complaints raised by or about:

- Club members
  - Visitors or guests
  - Committee members
  - Volunteers or staff
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### 3. Informal Resolution

- Members are encouraged to raise concerns directly with the relevant club officer.
  - Many issues can be resolved informally through discussion or mediation.
  - The Club Welfare Officers may assist if the matter involves safeguarding or interpersonal conflict.
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### 4. Formal Complaint Submission

- Complaints must be submitted in writing to the Club Secretary.
  - Include:
    - Name and contact details
    - Date and nature of the incident
    - Individuals involved
    - Desired outcome or resolution
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### 5. Acknowledgement and Initial Review

- The Secretary will acknowledge receipt within 7 days.
  - The complaint will be reviewed by the President and Secretary (or delegated panel).
  - If the complaint involves misconduct, Bowls England's **Regulation 9** will be followed.
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## 6. Investigation – Designated Committee

*Designated Committee members will consist of three committee members who have had no prior involvement and will exclude the Secretary, President and Welfare officers or any member involved in the complaint.*

- A fair and impartial investigation will be conducted.
- Every report is treated as confidential
- The committee will not discuss any matters with anyone outside of the committee other than to request expert advice  
Committee members must declare immediately if they have a conflict of interest
- The committee will treat each reported incident fairly and equitably
- This may include interviews, written statements, or consultation with Members
- Safeguarding concerns will be escalated appropriately.

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## 7. Outcome and Communication

- The complainant will be informed of the outcome in writing within 28 days.
- Possible outcomes include:
  - Informal resolution
  - Mediation
  - Warning or disciplinary action
  - Dismissal of complaint
- **The decision of the Club Management Committee will be final.**

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## 8. Appeals

- Appeals must be submitted in writing within 14 days of the decision.
- Appeals will be reviewed by an independent panel or referred to Bowls England if appropriate.

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## 9. Safeguarding and Confidentiality

- Complaints involving children or adults at risk will be handled with strict confidentiality and in line with safeguarding policy.
- The Club Welfare Officers will be involved in all safeguarding-related complaints.

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## 10. Record Keeping

- All complaints and outcomes will be recorded and retained securely for 3 years.

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## 11. Adoption & Review

COMPLAINTS PROCEDURE		
Version	Description of changes	Date
1.0	Original document	17/03/2021
1.1	Review expanded document	30/10/2025