

Complaints Procedure

1. General

If you have a complaint about matters within or of interest to Pétanque England (PE), we want to hear about it and we will do our best to put it right.

All members should feel able to raise a complaint without fear of penalty.

All members should feel content that complaints will be dealt with fairly and appropriate action taken in those circumstances when evidence shows justification.

It is best if complaints are settled without undue escalation. So for a club matter try to get a resolution at the club level before involving your Region and likewise for a Regional matter try to resolve it at Regional level before escalating to PE. To aid your tracking you can use the attached form at any level of PE if you wish.

2. Procedure

If your complaint relates to possible misconduct on the part of any PE member, registered club, affiliated league or recognised region please address it to the Disciplinary Officer – <http://englishpetanque.org.uk/officers.html>

If you have experienced, or are aware of any conduct which may be regarded as “inappropriate” within the PE Safeguarding Practice & Procedure please contact the Safeguarding Officer, <http://englishpetanque.org.uk/officers.html> in confidence.

2.1

If a complaint is not resolved following an effort to resolve it locally you may bring your complaint to the PE formally.

2.2

A formal complaint must be in writing. Describe your complaint as fully and clearly as you can preferably using the PE Complaint form below. Include pictures if they are available and include all necessary supporting documents.

2.3

Send your complaint to the PE Secretary, by email to secretary@petanque-england.uk or post, who will acknowledge receipt of the written complaint within 5 days and will provide details as to how your complaint will be resolved.

2.4

Before any investigation we will ensure that the complaint is fully understood so there may be clarification sought by us. The PE Secretary will report to the PE Board that your complaint has been received and then ask an appropriate person to carry out an investigation and make a report.

2.5

Outcome. You can expect to receive an explanation and one or more of an apology; a proposed remedy; an indication of any changes we will make as a result.

2.6

If you are not satisfied with the response to your complaint you may refer it to the PE President detailing why you are unhappy with the outcome or conduct of the complaint.

2.7

You may not be happy with the outcome of your complaint or any Appeal you have made, but provided the proper process has been followed, we are unable to take any further action. Repeat complaints about the same issue will not alter this. In such situations the Secretary will ensure the Complaints Procedure has been correctly implemented and that no material element of the complaint has been overlooked or inadequately addressed.



PE COMPLAINT FORM

Please complete your details below:

First Name		Surname	
Address			
Tel No		Email Address	
Date Submitted			

Please give full details of your complaint: -

What actions, if any, have you taken, to date, to resolve the situation?

Have you previously spoken to anyone about your complaint; if so, who? What was the response?

Your complaint will be fully investigated, and you will receive an acknowledgement by email within five days. We aim to provide a substantive response within 21 days.

Send to secretary@petanque-england.uk or contact the secretary for a postal address.