

WELSH CURLING ASSOCIATION COMPLAINTS POLICY



Version 1
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Approved by:	Committee
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REVISION LOG

No.	Date	Revisions	Revised by	Approved by
2		-		

1. The Welsh Curling Association (WCA) is the governing body for the sport of curling in Wales and is committed to ensuring that equality is incorporated in all aspects of the organisation, its policies and operations.

2. PURPOSE

2.1 The purpose of the Complaints Policy and Procedure is to ensure that any issues are resolved quickly and equitably.

2.2 All complaints about our services are thoroughly investigated, remedial actions taken where required and any lessons learned are recorded for the benefit and development of the WCA.

2.3 WCA seeks to investigate and resolve complaints within a reasonable time and will act upon any recommendations made as a result of a complaint.

3. RECEIVING A COMPLAINT

3.1 Anyone wishing to raise a matter under this policy shall submit it as a written complaint to the WCA President. If the President would be conflicted in handling a matter, then it should be submitted to the Safeguarding Officer (the Safeguarding Officer will act in the role of President).

3.2 The President will acknowledge the complaint within 10 working days.

4. STAGE ONE INVESTIGATION

4.1 The President will appoint a member of the WCA Committee to investigate the complaint ('Investigating Officer').

4.2 The Investigating Officer will investigate the complaint and will normally communicate any outcome to the complainant in writing within 20 working days. If further time is needed to fully investigate the complaint, the President will communicate this to the complainant.

5. STAGE TWO INVESTIGATION

5.1 If the complainant is not satisfied with the response of the Stage One Investigation, they must write to the President within 10 working days of receiving the result of the Stage One investigation.

5.2 The President will review the complaint, the evidence gathered, and the process followed thus far. A written response will be provided to all involved within 20 working days. If further time is needed to fully investigate the complaint, the President will communicate this to the complainant.