



Bowls Darfield

Concern / Complaint Policy and Procedures

Rationale:

For there to be a constructive and supportive channel of communication to provide for issues to be raised and discussed, achieving positive outcomes.

Objectives:

1. Club Members will feel comfortable to be able to express concerns or complaints in a verbal, informal way.
2. There will be a written formal procedure for expressing concerns or complaints.
3. A win / win solution should always be aimed for.

Procedures:

If a Club Member has a concern or complaint:

- They can talk to the Club Captain or Club President directly, or
- They can, under section 28 of the Bowls Darfield Constitution, make a concern or complaint in writing.
"All complaints concerning staff, green, domestic or other arrangements of the Club or in respect of the conduct of any Member shall be made in writing, signed by the Member complaining and addressed to the Executive, which shall enquire into the same at the earliest convenient opportunity. In no instance shall a servant of the Club be reprimanded or criticized directly by a Member."
- All concern / complaints will be held in confidence and will be recorded and held by the Club Secretary.
- When a written concern or complaint has been received the Executive will follow the guidelines under 4.4 and 4.5 of the Bowls Darfield Constitution to resolve the issue.

Approved/Adopted:

Date: February 2023

Reviewed:

Date: