



## Complaints & Feedback Policy

### 1. Policy Statement

We are committed to ensuring that all our members and customers receive the best possible service from British Dodgeball. However, we recognise that, sometimes, some of our customers experience problems. We also recognise that complaints are a valuable form of feedback on our service delivery. We want anyone to feel confident knowing that we will treat complaints with all due seriousness, and nobody will ever be treated differently once they have submitted a complaint (including whistleblowers who are subject to legal protection). We use this feedback to ensure that improvements are made for the benefit of both our members, customers and ourselves.

### 2. Objectives

- To outline how we receive and use feedback & complaints to identify the root causes;
- To ensure that improvements are made to our processes for the benefit of both our members, customers and ourselves;
- To give complainants confidence that they will not be treated differently after submitting a complaint or reporting a concern; and
- To ensure that all individual's safety and wellbeing is maintained as a priority.

### 3. Scope

This policy applies to:

- Any British Dodgeball stakeholder, including its board members, directors, officers, and those of its employees who are involved in any aspect of interacting with customers or members in any capacity;
- All members of British Dodgeball (including any clubs, teams, associations or leagues) or otherwise under the jurisdiction of British Dodgeball;
- All players and spectators and those otherwise involved in Events, Competitions, and other activities organised, convened, authorised or recognised by British Dodgeball or any of its members (including any clubs, teams, associations or leagues), wherever held; and
- Any other Person British Dodgeball has authority; whether or not such person is a citizen of or resident in the United Kingdom.

This Complaints & Feedback Policy is intended to apply to more general dissatisfaction, complaints, grievances and disputes; the following areas are not classified as complaints and so are not dealt with under this policy. If you want to report a concern on any of the issues set out below, please refer to the following policies:

- Disciplinary Policy: Event-based misconduct/appeals on Technical Committee rulings;
- Safeguarding Children & Vulnerable Adults Policy: Safeguarding or reporting potential abuse;
- Anti-Doping Policy: reporting potential instances of doping;
- Privacy Policy: Breaches of GDPR; and
- National Academy Selection Policy: National Academy Selection disputes.

### 4. Our Commitment to Managing Complaints

If you raise an issue with us we will:

- Listen to you, and make every effort to understand the reasons for your complaint;
- Endeavour to resolve your problem at your first point of contact;
- We will take ownership of your complaint to ensure resolution; and
- Offer fair solutions quickly.

We also welcome positive feedback from customers about our services and staff.



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### 5. How to Submit Complaints

Should you wish to make a complaint, this can be put in writing to British Dodgeball and sent via email to: [hello@britishdodgeball.com](mailto:hello@britishdodgeball.com).

### 6. Informal Procedures

If you have a named contact in British Dodgeball, please make your initial complaint or give your feedback to them. If you don't have a named contact, our Office Team will do their best to resolve your complaint there and then. Please contact British Dodgeball by email [hello@britishdodgeball.com](mailto:hello@britishdodgeball.com). If your informal complaint cannot be dealt with immediately, or if the matter you are concerned about is very serious, you should use our formal complaints procedure.

### 7. Whistleblowing

British Dodgeball is committed to creating and maintaining a culture of openness within our organisation so that individuals feel encouraged and confident to raise any concerns relating to suspected misconduct at an early stage. We also recognise the negative effect which malpractice can have on the organisation, and therefore encourage you to raise genuine concerns, or any suspicions you may have concerning misconduct. For more information, please refer to our [Whistleblowing Policy](#).

### 8. Filing a Formal Complaint

- Complaints will only be accepted from persons willing to disclose their identity. Complaints are not merely comments about the service - they are investigated when the 'complainant' puts on record, preferably in writing, a description of the complaint. Should the initial complaint be received by telephone – the complainant will be asked to put the complaint in writing, for signature verification.
- On receipt of a complaint, a member of the British Dodgeball management committee will exercise judgement about the seriousness with which it will be treated and the resources allocated to this task.
- Complaints may be received by any member of the staff and Board members who will pass them on to the CEO.
- If a complaint is with respects to the CEO, then the Chair will should receive and duly manage the complaint in the manner outlined above.
- Complaints received that are of a vexatious nature will be dealt with in line with [Section 10. Unreasonable or Vexatious Complaints](#).

### 9. Investigation Procedure

Recognising that a complaint does not always fall cleanly into a single category, our intent is that complaints/appeals will be dealt with by the Complaint Lead or Appeal Lead as set out below:

Complaint About	Complaint Lead	Appeal Lead
Members	Technical Committee panel	Senior staff member
Clubs	Safeguarding Lead	Senior staff member
Referees	Referee Manager	Senior staff member
Volunteers	Line Manager	Senior staff member
National Academies	National Academies Lead	CEO

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British Dodgeball Staff	Line Manager	CEO
CEO or Board Member	Chair	Board Member panel
Chair	Independently appointed	Independently appointed

When considering the nature of the complaint, the management committee member handling the complaint in question may refer to the CEO or Chair for guidance on the relevant body to consider the complaint. This guidance may include an initial body to consider the complaint and/or escalation to another body dependent on initial findings.

### Aspects Considered by the Investigation

The investigating officer will conduct any necessary investigation taking into account whether it:

- Falls within any relevant Code of Conduct;
- Is covered by other policies (e.g. Safeguarding Policy);
- Is covered by competition rules or regulations; and
- It concerns any other party.

### The Outcome

- A speedy and timely response will be sent to the complainant and to other parties if necessary, in addition to the CEO for filing. In general, complaints should take no longer than ten working days to be resolved.
- Should the complaint be of such a nature as to warrant disciplinary action, e.g. flagrant disregard of rules, health and safety, equity policy, this may be pursued further following recommendation from the original findings. This may be in accordance with the Disciplinary Policy and/or, at the CEO or Board's discretion, may be referred to the Technical Committee for further review.

## 10. Appeals

- **Acceptable Grounds for Appeal:**
  - **Procedural Irregularities:** This includes errors in the process leading to a decision.
  - **Unfair Treatment or Bias:** Allegations of discrimination, prejudice, or a lack of impartiality in case management.
  - **New Evidence:** Evidence that was not available or known during the initial process is presented which could significantly impact the outcome.
- If you, or the person(s) you have raised the complaint against, remain unsatisfied with the outcome or the way your complaint has been handled then you, or they, can appeal the complaint findings.
- If you wish to appeal, you should submit any request within ten working days of receipt of our response to you. You should do this by emailing the Complaint Lead who has dealt with your case, making sure that you clearly state that you wish to make an appeal, and providing a clear description of why you are unhappy with the outcome of your complaint.
- If any other party appeals your complaint, we will notify you.
- We will aim to acknowledge your request within five working days and the Appeal Lead, or a delegated individual, will provide a written response within ten working days.
- The Appeal Lead, at their discretion, may either action the appeal themselves or appoint an individual or team to review your appeal and provide a response to you. Any person(s) involved in the appeal will not have been involved in the initial complaint.

The decision of the appeal is final.

## **Complaints & Feedback Policy**

### **11. Unreasonable or Vexatious Complaints**

Unreasonable or vexatious complaints are complaints that:

- Because of the nature of the contact or frequency with which the complaint is pursued, hinder our ability to properly consider the matters at hand;
- Place unwarranted demands on staff time;
- May be justified grievances but pursued in inappropriate ways; or
- Have already been fully investigated and responded to.

Examples of the actions and behaviours that may lead British Dodgeball to deem a complaint unreasonable or vexatious include (but are not limited to):

- Refusing to specify the grounds of a complaint, despite offers of assistance from staff;
- Refusing to co-operate with the complaints procedure;
- Submitting a repeat complaint once the matter has been concluded or refusing to accept a decision and repeatedly arguing a point or complaining about the decision;
- Submitting complaints solely aiming as a personal attack and or aimed damaging an organisation's or person's reputation;
- Making excessive demands on the time and resources of staff with lengthy phone calls, emails to numerous staff, or detailed communication every few days, and expecting immediate responses; and
- Bringing British Dodgeball and the sport into disrepute by communicating vexatious views to clubs, members and those outside the dodgeball community through phone, email or social media posts.

#### **Process for Managing Vexatious or Unreasonable Complaints**

- When the Complaint Lead deems a complaint to be or become unreasonable or vexatious, the matter will be referred to the CEO. Where the complaint relates to the CEO, the matter shall be referred to the Chair.
- In the first instance, the CEO will seek to remedy the situation informally, advising the person that this policy has been invoked and of the possibility of sanctions being applied.
- In reaching a decision on whether to pursue sanctions in line with this policy, the CEO may seek support from the Chair or other senior staff members and consider:
  - The nature and history of the complaint and/or the individuals behaviour;
  - The impact of the complainant's behaviour on the health safety and welfare of British Dodgeball employees, officers, volunteers or relevant third parties; and
  - Any other information that the Head of Compliance shall consider to be relevant.

#### **Potential Sanctions**

- The CEO may impose such sanctions as they consider appropriate, taking in to account the facts of each individual case, including, without limitation:
  - Limiting contact with British Dodgeball to one medium (for example, telephone, letter, email etc.);
  - Refusal to process further complaints about the same matter;
  - Refusal to engage with the person for a specified period of time;
  - Suspension of the individual's membership with British Dodgeball;
  - Expulsion from membership of British Dodgeball;
  - Referral to statutory agencies including the Police;
  - Any other sanction which the CEO considers to be appropriate in the circumstances which could extend to sanctions for the affiliated club that the individual is representing.



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Any sanction imposed pursuant to this policy shall be proportionate in light of the circumstances of each individual case. The outcome will be communicated within 7-days of the decision which will confirm why British Dodgeball has taken the decision it has; the sanction(s) imposed; the duration of any restrictions or sanctions; and the timing of any proposed review.

### **Appeals**

This policy will only be invoked when all reasonable attempts to remedy a situation have been exhausted through our Disciplinary and Complaints procedures. There is therefore no right of appeal against any restriction or sanction that is imposed through this process.

### **11. Monitoring & Evaluation**

We are committed to implementing, monitoring and evaluating this strategy so that there continues to be a structured pathway for providing British Dodgeball with both positive and negative feedback, and action taken against parties as appropriate.

Implementation plans will be reviewed by British Dodgeball on a regular basis to monitor and evaluate progress against the strategy. Where appropriate, we will make adjustments in line with updated legislation.

Last Review Date: 16<sup>th</sup> August 2025