

**Complaints Policy**

**Exeter Otters Wheelchair Basketball Club**

Complaints policy

Exeter Otters believes that if a player, volunteer, parent or member of the public wishes to make a complaint or register a concern they should find it easy to do so. It is Exeter Otters duty to welcome complaints and look upon them as an opportunity to learn, adapt, improve and provide better services. This policy is intended to ensure that complaints are dealt with properly and that all complaints or comments are taken seriously.

Exeter Otters believes that failure to listen to or acknowledge complaints will lead to an aggravation of problems, dissatisfaction and possible litigation. Exeter Otters supports the concept that most complaints, if dealt with early, openly and honestly, can be sorted out at a local level between just the complainant and Exeter Otters appropriately. If this fails due to either Exeter Otters or the complainant being dissatisfied with the result the complaint will be referred to Exeter Otters Committee or if Exeter Otters see necessary or the complainant feels necessary, British Wheelchair Basketball are there for it to be reported to if required.

**Our Aim**

* The aim of Exeter Otters is to ensure that its players, parents, carers, volunteers and members of the public complaints procedure is properly and effectively implemented, and that feel confident that their complaints and worries are listened to and acted upon promptly and fairly.

**Our Goal**

The goals of each establishment are to ensure that:

* Players, parents, carers, volunteers and members of the public and their representatives are aware of how to complain, and that Exeter Otters provides an easy to use opportunities for them to register their complaints
* Exeter Otters have a complaints form which can be filled in and sent to the appropriate Exeter Otters Member, this is accessible from the Exeter Otters website to make it simple and easy for the complainant.
* A named person will be responsible for the administration of the procedure (these will be named at the bottom of our policy)
* Every written complaint is acknowledged within two working days
* Investigations into written complaints are held within 28 days and will be sent to British Wheelchair Basketball Safeguarding Team for them to have on their records if necessary.
* All complaints are responded to in writing, both complainant and Exeter Otters will have a copy and this will be verbally discussed by appropriate named person and complainant.
* Complaints are dealt with promptly, fairly and sensitively with due regard to the upset and worry that they can cause to both Exeter Otters players, volunteers and family members.

The named persons with the responsibility for following through complaints is:

* Head Welfare Officer – Hayleigh Ostler
* Deputy Welfare Officers – Dave Bright and Victoria Paul
* Exeter Otters Head Coach – Jack Davey

Exeter Otters believes that, wherever possible, complaints are best dealt with on a local level between the complainant and ourselves. If either of the parties is not satisfied by a local process the case should be referred to the British Wheelchair Basketball Association.