

Complaints Policy

Be Active aims to provide an open, accountable and efficient service to all our customers. Whilst every effort is taken sometimes mistakes are made. A complaint process has been set up for people who feel dissatisfied about the service or treatment they receive. You have a right to complain and to have it investigated. We aim to learn from any mistakes and the complaints procedure is seen as very important in this continuous programme of improvement.

How to complain

The first step is to raise your complaint with the employee responsible for the service that you are complaining about. If the matter is not resolved by them, a manager will become involved and work with you to try and conclude matters. If you are not satisfied with how your complaint has been handled you may begin the formal complaint procedure. Details of how to do this are set out below.

Formal Complaint

1. The complainant should report the matter in writing to a Director. The report should include:

- a) details of what occurred;
- b) details of when and where the occurrence took place;
- c) any witness details and copies of any witness statements;
- d) names of any others who have been treated in a similar way (provided that those people
- e) consent to their names being disclosed);
- f) details of any former complaints made about the incident, including the date and to whom such complaint was made; and
- g) an indication as to the desired outcome.

2. If the person accused of discriminatory behaviour or other misconduct is an employee or contractor, the Directors will regard the incident as a disciplinary issue and will follow any disciplinary procedures set out for employees and contractors.

3 If the person accused of discriminatory behaviour or other misconduct is a non-employee, the management of Be Active or representatives of it:

3.1 will request that both parties to the complaint submit written evidence regarding the incident(s);

3.2 may decide (at its sole discretion) to uphold or dismiss the complaint without holding a hearing;

3.3 may (at its sole discretion) hold a hearing (whether or not such a hearing is requested by either party) at which both parties will be entitled to attend and present their case;

3.4 will have the power to impose any one or more of the following sanctions on any person found to be in breach of any policy, (including the Equality Policy):

- a) warn as to future conduct;
- b) suspend Be Active card and / or services for a period;
- c) remove Be Active card and / or services;
- d) exclude a non-member from the facility, either temporarily or permanently; and
- e) turn down a non-member's current and/or future Be Active Card applications.

3.5 will provide both parties with written reasons for its decision to uphold or dismiss the complaint within one (1) calendar month of such decision being made.

3.6 Either party may appeal a decision of to the County Association (including a decision not to hold a hearing) by writing to the Surrey County Secretary within 3 months of the place to play's decision being notified to that party.

3.7. If the nature of the complaint is with regards to the Be Active's Directors or other body or group in the place to play, the member/visitor has the right to report the discrimination or harassment directly to the relevant County Association.