

This policy only applies to how Archery GB has acted and does not form part of the procedure for members to raise concerns or complaints about clubs / counties / regions / members which are complaints about possible breaches of Archery GB code of conduct. Please also refer to the whistleblowing and safeguarding policies as these complaints will be handled in accordance with the relevant procedures.

1. Aims and Status

- 1.1 Archery GB is committed to providing a quality service to our members and customers, and to resolving issues that arise quickly. We recognise that there may be those occasions when a member or a customer may wish to complain more formally and this Policy is intended to ensure a fair and consistent approach to the handling of such complaints.
- 1.2 It is our policy to resolve complaints as per the timeframes set out in 3.7 and 3.8. To assist, Archery GB will delegate authority to resolve the complaint to an appropriate senior person (the “Primary Investigator”).
- 1.3 Should there be sufficient grounds, the complainant will have the right of appeal. The appeal will be heard by a separate and more senior person (the “Appeal Investigator”). There will be no further right of appeal after this stage.
- 1.4 Archery GB wishes to promote a culture where it is safe and acceptable for Archery GB members and others (and, in respect of those under 18 years, their parents or guardians or in respect of anyone deemed to be a vulnerable person their chosen nominee) to raise any complaints or concerns. No individual (nor their parents, guardians, nominee or dependents) should be victimised for making a complaint.

2. Scope

- 2.1 A complaint is usually an expression of dissatisfaction about the standard of service received, actions or lack of action by one or more people.
- 2.2 This policy applies to complaints about the way Archery GB has acted.
- 2.3 Archery GB will normally consider the complaint and respond in accordance with the procedure below. In some circumstances, Archery GB may, within its sole discretion, determine that it should consider and respond to the complaint in some other manner, for instance Archery GB may respond to complaints which represent a legal claim or challenge against it outside the framework of this procedure.
- 2.4 This policy does not apply to a complaint raised by an employee of Archery GB concerning their treatment as an employee, which will be dealt with by Archery GB in accordance with its internal procedures and statutory provisions.

3. Procedure

- 3.1 All complaints must be made in writing within 14 days of the occurrence by email to complaints@archerygb.org or by letter to Archery GB’s offices.
- 3.2 The complainant must provide the following information:

- 3.2.1 Their name, address and contact information;
 - 3.2.2 Full details of the complaint i.e. the cause of dissatisfaction with operations, actions or behaviour.
- 3.3 It will be helpful if the complainant provides the following information:
- 3.3.1 All supporting information i.e. relevant documentation, dates, locations, any witnesses;
 - 3.3.2 Details of any previous attempts to resolve the identified dissatisfaction;
 - 3.3.3 What action or response they seek to resolve the dissatisfaction.
- 3.4 Archery GB will verify the identity of the complainant(s).
- 3.5 Archery GB will endeavour to acknowledge all verified complaints within 5 working days, stating whether the complaint will be dealt with under this procedure or by another means. Any further information that may be required may also be requested at this time.
- 3.6 Archery GB will endeavour to respond to the complainant within 25 working days of receipt setting out Archery GB's considered position, except in exceptional or complex matters when it will respond within 45 working days of receipt. The complainant will be informed if the longer period is required.
- 3.7 The complainant will have a right to appeal which they must exercise within 10 working days of receiving Archery GB's considered position. Archery GB will only consider an appeal where the complainant provides new material not available during the primary investigation or where the complainant demonstrates that the primary investigation was not carried out thoroughly.
- 3.8 An appeal will be arranged as soon as reasonably possible. As an appeal may involve an external body, it is not possible to be specific here about timescales for response. The complainant will be informed should this be the case.
- 3.9 Once the complainant has received the report of the Appeal Investigator, the complaints process will be closed.



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