



## Complaints Procedure

Volleyball England prides itself on providing a first class service to its members and non-members alike. Occasionally people express dissatisfaction about the service, the staff or the applications of rules, regulations and procedures. When received these are handled in a professional and serious manner.

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 this will be defined and the Business Director 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 Executive Board members who will pass them on to the Business Director.

The complaint will be dealt with, either at the National Office by the Volleyball England Staff and Chief Executive, or be passed to the relevant person of the volunteer arm of the Association, including:

- President
- Executive Board Director
- Commission President
- Safeguarding Technical Lead

Dates, details and instructions will be recorded.

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

- it falls within any relevant Code of Conduct.
- It is covered by other policies, e.g. Child Protection Policy
- It is covered by competition rules or similar, e.g. National Volleyball League rules.
- It concerns any other party

A speedy and timely response will be sent to the complainant with a copy to the National Office for file, and to other parties if necessary.

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 will be pursued under the normal disciplinary and appeals policy of Volleyball England.

Should you wish to make a complaint this can be put in writing to the Volleyball England National Office and sent to:

Business Director  
Private and Confidential  
Volleyball England  
SportPark  
Loughborough University  
3 Oakwood Drive  
Loughborough  
LE11 3QF

or via email on [complaints@volleyballengland.org](mailto:complaints@volleyballengland.org)