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BROMBOROUGH BULLDOGS COMPLAINTS AND GRIEVANCE PROCEDURE

Bulldogs Basketball Club is committed to providing an excellent service and we take all feedback seriously. We encourage parents/guardians to first speak with the person concerned, who will most likely be your child's coach. Face to face is always a good way of doing this and a concern can most often be resolved in this way. Please speak to the coach at an appropriate time. Coaches are contactable by other means including the Spond app. We welcome positive and constructive views on how we might improve and as such we will strive to ensure that any complaints are:

- acknowledged promptly;
- taken seriously and properly investigated;
- dealt with confidentiality and fairly;
- responded to appropriately; and
- learned from.

How to make a complaint

We consider a complaint to be an expression of dissatisfaction about the standards of service, actions or lack of action by the club, our staff or anyone else involved directly in the delivery of our programmes.

If you would like to make a complaint please consider speaking to one of our officials. If the complaint is not resolved to your satisfaction, or if you prefer, please email your main point of contact at the club. If you are not satisfied with the initial outcome, please direct your complaint to the Club Welfare Officer and/or the Club Chair

Complaints should be made as soon as possible and within three months of the relevant incident, although in exceptional circumstances we may be able to respond to a complaint that is older although this is something we will decide at our discretion and on a case-by-case basis.

Please make sure you include your name, address and contact telephone number in your email or letter so we can get in touch with you easily.

From time to time, we may receive complaints about matters that we are not able to comment on. Additionally, there may be very rare occasions when we will choose not to respond to a complaint (for example, where someone unreasonably pursues a complaint that we have already responded to; where the person making the complaint is being abusive or offensive in their correspondence; or where the complaint is incoherent or has been made anonymously).

Revised August 2026

Revise August 2027