

# Complaints Policy and Procedure

## **1 Introduction**

- 1.1 England Hockey is committed to providing a quality service for its members, customers and stakeholders and working in an open and accountable way that builds trust and respect. We work hard to get things right the first time but we're human and so occasionally things go wrong. If you have a complaint about the service you have received from England Hockey please let us know so that we can put things right.
- 1.2 We recognise that many concerns will be raised informally, and dealt with quickly. An informal approach is appropriate when it can be achieved. But if concerns cannot be satisfactorily resolved informally, then the formal complaints procedure should be followed.
- 1.3 We have a two stage complaints procedure which includes an internal escalation process to senior managers. We normally expect to resolve your concern at Stage 1 but if you are not happy with our response please follow Stage 2 contact our Chief Executive Officer at the address below.

## **2 What is a Complaint?**

- 2.1 This policy applies to complaints raised by an England Hockey member, volunteer, member of the public, or any organisation we interact with. A complaint is defined as an expression of dissatisfaction about something England Hockey has done (or not done) that conflicts with our policies and procedures, or concerns regarding the conduct of our staff, members, affiliated clubs, or volunteers.

## **3 Making a Complaint**

- 3.1 Here are a few principles of how to complain:
  - 3.1.1 We encourage members to complain directly to the chair of their member group or welfare officer if their complaint is about something that has happened within the member group;
  - 3.1.2 We do not generally investigate anonymous complaints;
  - 3.1.3 We do not accept complaints that are broadly the same as a previous complaint from the complainant;
  - 3.1.4 We do not progress complaints that we believe to be vexatious or malicious;



- 3.1.5 We do not tolerate abusive behavior or language from complainants.
- 3.2 All complaints about our service and requests for review under our complaints procedure should be sent as follows:
- 3.2.1 By post:
- England Hockey,  
Bisham Abbey National Sports Centre,  
Marlow,  
Bucks,  
SL7 1RR
- 3.2.2 By email: [Enquiries@englandhockey.co.uk](mailto:Enquiries@englandhockey.co.uk)
- 3.2.3 If you are unable to contact us in writing as above, and require a reasonable adjustment because you are a disabled person, you may contact us as follows:
- Telephone: 01628 897500

#### **4 Confidentiality**

- 4.1 Aside from exceptional circumstances, every attempt will be made to ensure that both England Hockey and the complainant maintain confidentiality. However the circumstances giving rise to the complaint may be such that it may not be possible to maintain confidentiality (with each complaint judged on its own merit). Should this be the case, the situation will be explained to the complainant.

#### **5 Monitoring and Reporting**

- 5.1 England Hockey will record and monitor complaints and their resolution to maintain our commitment to continuous improvement.

#### **6 Stage 1: Informal Response**

- 6.1 Please write (letter or email) to the member of staff who you dealt with, or their manager, so that they have the opportunity to put things right. In your correspondence you should set out the details of your complaint, the consequences to you as a result, and the remedy you are seeking. We will acknowledge your complaint within 5 working days and send a full response within 20 working days.
- 6.2 If you make a complaint in person to a member of our staff (at an event or meeting), we will record your complaint in writing within 3 working days, and acknowledge it within 5 working days. We will proceed to deal with your complaint in accordance with our policy for written complaints.
- 6.3 Contact details can be found on the England Hockey Website: [www.Englandhockey.co.uk/contact us](http://www.Englandhockey.co.uk/contact-us).



## **7 Stage 2: Investigation**

- 7.1 If you are not satisfied with the initial response to the complaint then you can write to England Hockey's Chief Executive and ask for your complaint and the response to be reviewed. You can expect the Chief Executive to acknowledge your request within 5 working days of receipt and a response within 15 working days.
- 7.2 It is our aim to resolve all matters as quickly as possible. However, inevitably some issues will be more complex and therefore may require longer to be fully investigated. Consequently timescales given for handling and responding to complaints are indicative. If a matter requires more detailed investigation, you will receive an interim response describing what is being done to deal with the matter, and when a full reply can be expected and from whom.
- 7.3 England Hockey is committed to equal opportunities and our aim is to make our complaints policy easy to use and accessible to all of our members, customers and stakeholders. We will take reasonable steps to accommodate any reasonable adjustments you may have to enable you to access this policy or receive responses to complaints in other formats, and provide such assistance as you may reasonably require.

## **8 Safeguarding**

- 8.1 Where a complaint raises a potential safeguarding issue, in the first instance this should be escalated to the designated safeguarding lead or a member group welfare officer to respond to this issue in line with England Hockey's safeguarding policy and process. Where a safeguarding lead or welfare officer is not in place the complaint should be directed to England Hockey's safeguarding team.

Document Name	Complaints Policy and Procedures
Version	2.0
Reviewed	2024
Department	Finance and Operations
Next review	2027



