

COMPLAINTS
POLICY &
PROCEDURE



BRITISH
DODGEBALL

Introduction

This policy applies to all registered players, national teams, teams, clubs, coaches, volunteers, staff, board members and spectators. We hope that you do not have a cause to use it but if you are concerned that any person has suffered discrimination or harassment in any way, or any individual or team has acted in a manner that has broken our British Dodgeball policies, rules and Code of Conduct then you should follow the procedures laid out below.

- 1.** A written complaint should be emailed to the British Dodgeball Director of Rules & Disciplinary Jess Goshawk via jess@britishdodgeball.com, if the complaint is related to the Director of Rules & Disciplinary or her club please submit your complaint to the British Dodgeball Managing Director Ben Hoyle via ben@britishdodgeball.com

- 2.** The complaint should include:
 - Your Name
 - Your contact details: Email, Phone Number
 - Details of what occurred
 - Details of when and where the occurrence took place
 - Details of any witnesses
 - Details of referees and assistant referees if appropriate
 - Names of any others who have been treated in a similar way (provided that those persons consent to their names being disclosed).
 - Details of any former complaints made about the incident
 - Complaints submitted due to instances occurring at British Dodgeball events must be submitted within 7 days of the incident occurring.

3. The Director of Rules & Disciplinary will assess the complaint. At this juncture the Director of Rules & Disciplinary may decide to uphold or dismiss the complaint without holding a review. This decision will be made after taking verbal and or written evidence from both parties. Under normal circumstances both parties will have no more than 5 working days to submit written evidence. If none is received then the review process will continue as outlined in this policy. The Director of Rules and Disciplinary reserves the right to decide to continue to pursue any complaint either rescinded or never formalised by the complainant.

4. If a review is required the Director of Rules & Disciplinary will determine an appropriate panel consisting of 3 members of the Disciplinary Committee to review the complaint, one of whom will chair the review panel.

5. All parties of the complaint including necessary witnesses may be asked to submit further, more detailed written evidence, regarding the incident(s). The parties shall have up to 5 working days to provide such evidence.

6. The concerned parties may be contacted with any queries/questions as required.

7. Under normal circumstance the whole process should take no longer than 14 days.

8. The panel will have the power to impose any one or more of the sanctions outlined in the British Dodgeball Code of Conduct on any person or organisation found to be guilty of any breach.

9. The panel will provide all parties with written reasons for their decision to uphold or dismiss the complaint within one week of such a decision being made.

Appeals

Either party may appeal a decision of the panel to the British Dodgeball Board by writing to the British Dodgeball Board within one week of the panel's decision being notified to that party. The British Dodgeball Board will review all appeals.

The final decision is full and binding with no further appeal.

Sanctions

Any reviews that require action will follow the guidelines outlined in the document: British Dodgeball Sanctions.

Conflict of Interest

Any parties with a personal interest in a case must default themselves out of the process at the earliest time.

Confidentiality

All complaints will be treated with the upmost confidentiality and will not be subject to any breach of anonymity without the complainants consent. The outcome of any complaint and subsequent review may be made public if it is deemed by the panel to be in the best interest of British Dodgeball and the sport. All parties involved will be notified prior to this course of action taking place.

Disciplinary Committee

- Director of Rules & Discipline: Jess Goshawk
- Chair: Helena Law
- Managing Director: Ben Hoyle
- Non-Executive Director: Shun Wong
- Non-Executive Director: Emma Milser
- Director of National Teams: Johnathan Rudland
- Youth Development Officer: Alice Bowler
- Development Manager: Aden Woodall
- Head of Referees: Alex Nelson
- Member Representative: Rachael Potter
- Member Representative: Ryan Neale
- Member Representative: Elisa Storch

- Member Representative: Dom Smith
- Member Representative: Joy Neave
- Member Representative: Robyn Kerrie Smith
- Member Representative: Victoria Foster
- Member Representative: Steph Robson
- Member Representative: Michael Bailey
- Member Representative: Brooke Thurbon

Photo or Video Evidence

Where you wish to submit photo or video evidence to support your complaint, please be aware that we will only be able to consider this if the Disciplinary Committee believe it is of sufficient quality, relevance and credibility. For video footage please only provide the minimum duration of footage required for the committee to see the incident and any context needed.

Safeguarding

If you have a safeguarding concern please contact our lead safeguarding officer Helena Law via helena@britishdodgeball.com

Please note no complaints will be discussed or decided on the day of an event, therefore members of the Disciplinary Committee should not be approached at the event regarding a complaint.